DTS ACCOMPLISHMENTS

Government   Employment   Business   Education   Residents   Visiting   About Utah   Connect   Online Services   Support

utah gov

Find Services, Agencies, Locations and More

Salt Lake City

304 Pages   697 Accounts   17 Channels   21 Pages   15 Podcasts   4 Pinboards   66 Feeds

CTO / eGov Office

The CTO / eGov Office coordinates statewide digital government efforts and manages the Utah.gov portal. The office also provides support for statewide technical architecture, drafting standards and guidelines, as well as maintaining the state's technical architecture wiki.
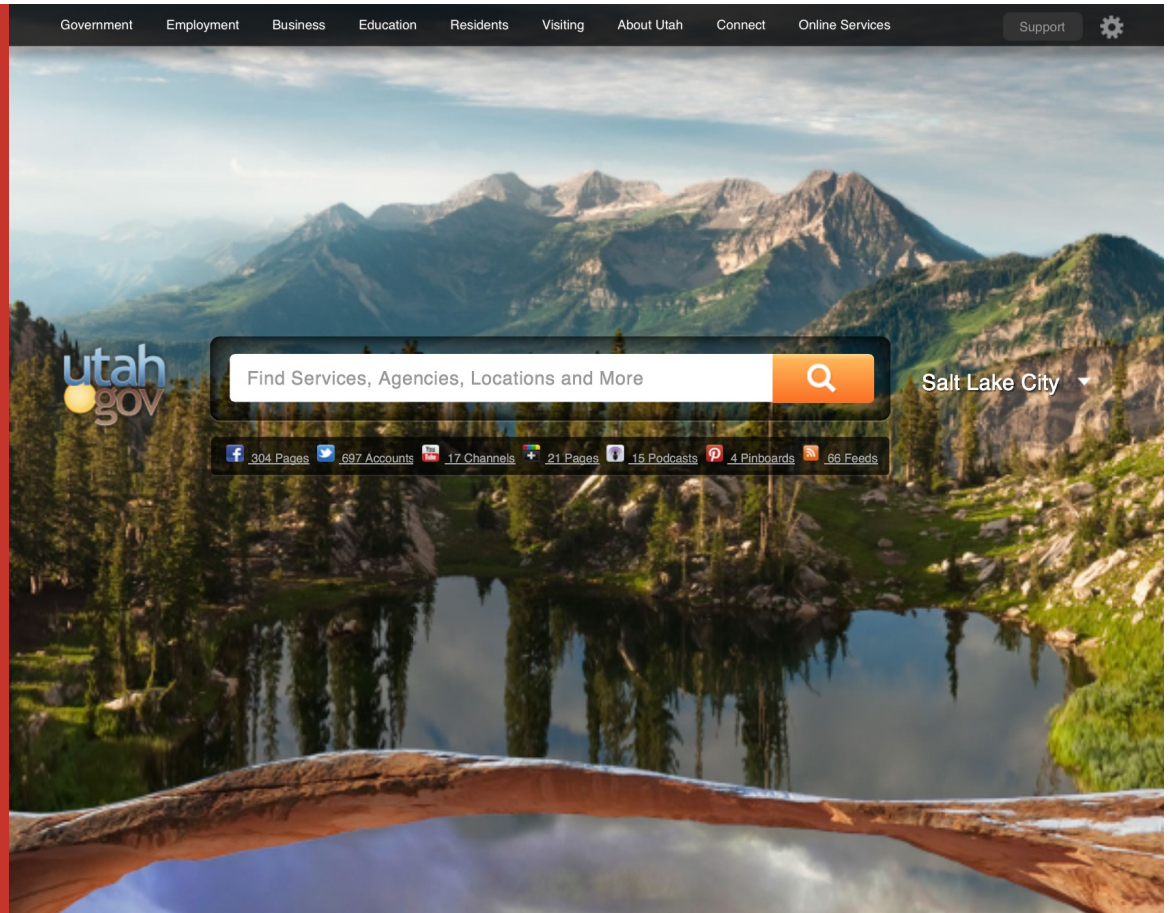
New Master Data Index Drives Utah.gov Content

The CTO / eGov Office oversaw the rollout of a new Utah.gov portal on May 1, 2012. In the two short months following the rollout, the new portal has already received numerous accolades, including being named Best of Class by the Interactive Media Association.

The new Utah.gov is literally designed on data. The portal content is updated using the Utah.gov Master Data Index, a device that allows dynamic updates to originate from hundreds of different potential Utah government data sources that are linked through the index. This data-driven model is

something that is new and completely unique to Utah.gov. It implies a reliance on the maturity of a large number of industry-based social media services that provide open APIs that help insure that Utah's portal is in sync with Facebook, Twitter, and many other sources which citizens used to find and share information.The Interactive Media Awards recognized Utah.gov with its 2012 Best of Class award among about 200 top government websites from around the globe. The IMA recognizes excellence based on Design, Content, Feature Functionality, Usability and Standards Compliance. Overall,

Utah received 11 national and international awards in the first 7 months of 2012 for excellence in design, in technology, and in customer service related to its digital government initiatives.

In 2011, almost 30 million transactions were performed using the numerous digital government services available through the Utah.gov domain. Seventy-six new online services were added to the portfolio during year.

The eGov Office provides standards, guidelines, training and other services that help make digital government a success in Utah.

Utah Digital Summit
statewide idea sharing

In June, almost 300 IT and business employees from state and local government met at the downtown Marriott to be introduced to ideas on how to improve what the state does online.

Speakers at the Summit included Lt. Governor Greg Bell, Senator Wayne Niederhauser, Health Director David Patton and many other business and IT professionals. Topics included many digital government issues of current interest, such as cybersecurity, government transparency, social media and mobile government.

The Summit was very well received and participants are anxious for the state to sponsor similar events in the future.

"State government serves the people of Utah best when it's accessible and responsive, and our social media efforts are one more way we ensure outstanding customer service"

Governor Gary Herbert

Building Utah's Technical Architecture
IT Standards bring new efficiencies to Utah

With input from many different agencies, the CTO office developed or updated over 100 standards and guidelines throughout the year. The standards and guidelines are presented at regular meetings of the Utah Technical Architecture Review Board (ARB) for approval. Periodically, new standards may result in the procurement of new technology that may be used throughout the state, such as some of the cloud services being used in 2012. The ARB has approved some standards for mobile devices and the office has developed a new iPad Guide that is used by state users of Apple's popular tablet device. Mobile computing and cloud services are two areas that are expected to grow during coming years and ARB staff will continue to monitor technology trends in order to help Utah make the most out of its technology expenditures.

Multi-state Technology

The CTO office has provided support during 2011-12 for a variety of multi-state and national initiatives including the development of a multi-state RFP for cloud GIS services in conjunction with Colorado, Montana, and Oregon as part of a WSCA contracting process. Additional, staff has support the 5-state START MMIS process, Global Justice Planning, and NASCIO's enterprise architecture workgroups.

Excellence in Innovation: Social Media
The Utah Connect Portal was recognized by the Excellence.gov awards as the most innovative social media solution among governments at all levels.

Enhancing the Utah.gov Ecosystem
Improving outreach through social media

The eGov Office manages a growing number of web 2.0 assets that promote the use of Utah.gov information and transactional services. In the past year, Utah.gov has added 76 new online services. In addition to coordinating and marketing these services, the CTO oversees development of statewide assets to increase the use of the services, including enterprise search services, the Utah.gov Master Data Index, @Utah.gov and other social media domains, etc. The Public Technology Institute recognized the State of Utah as "a leader in the innovative application of web 2.0 technologies and civic / social media tools" in July 2012. The GovMark Awards recognized the Department of Technology Services for having the "Best Digital Program" based on its success in marketing the Utah.gov domain using social media. In fact, the average number of unique visitors to Utah.gov in 2011-12 increased to over 1.2 million per month throughout the period.

DTS ACCOMPLISHMENTS

## New Project Management Office Established

DTS established a new Project Management Office (PMO) to ensure Information Technology Projects are completed on time, within budget, and provide excellent customer satisfaction.

The PMO established a Project Portfolio Management review committee to evaluate efficacy of current project management tools and appraise other available tools.

The PMO implemented a Best Practices document to ensure enterprise uniformity while preserving project management flexibility closer to the individual agencies. Training sessions have been executed for IT Project Managers and future curriculums are being developed.

An "As Is/To Be" document was created to describe the current project management environment and a vision for the future. An internal Web site provides project metrics and other project management information and reports.
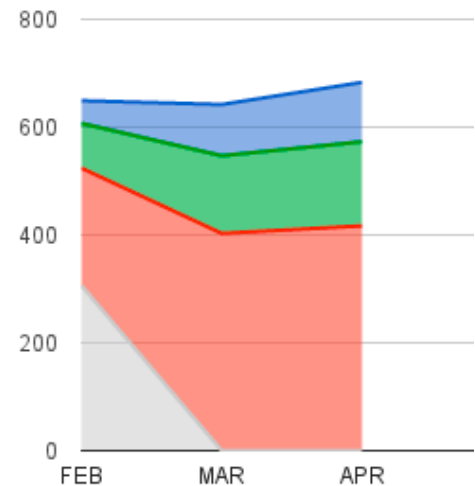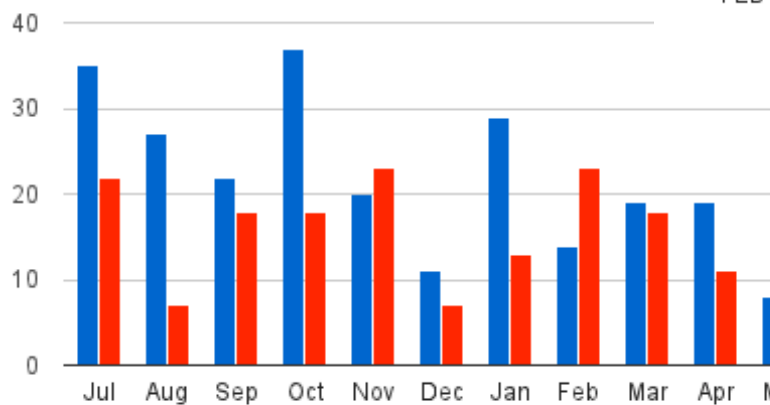
Aggregate Project Hours
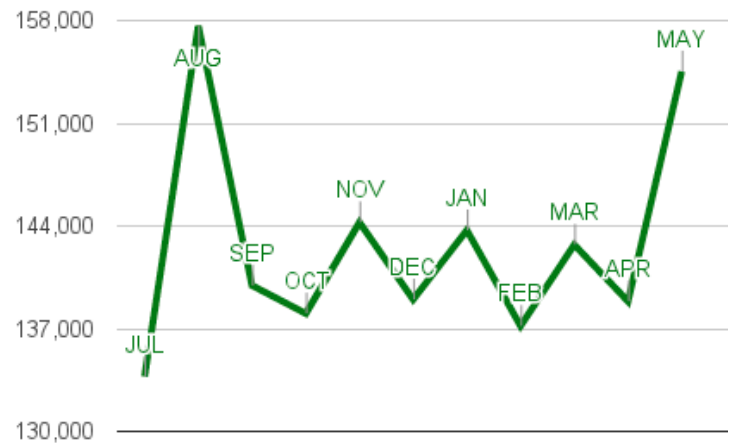
Current Month Project vs Maintenance by Project Count

- Maintenance
- Enhancement
- Projects
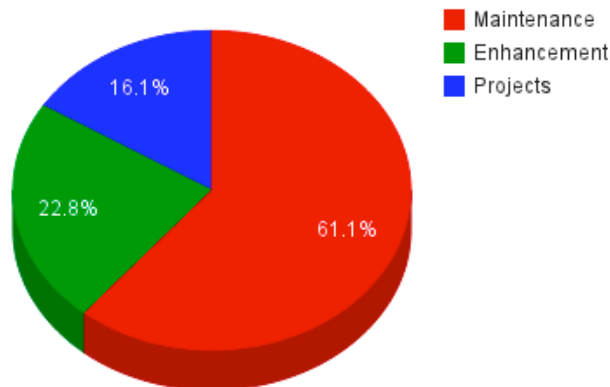
Projects and Maintenance by Count

FY12 Projects Closed/Started = 58%

DTS ACCOMPLISHMENTS

Data Center, Mainframe, Print

HVAC Data Center project

The HVAC project cost DTS $102,637.00 and was completed within the scheduled time frame in September 2011. Actual savings through June 2012 is $64,481 with a projected yearly electrical power consumption savings of $86,000 for the first year.

Sync Gear project

The Sync Gear project was completed at a cost of $260,000 and was completed on schedule within 60 days. The primary benefit to DTS is that old equipment was replaced and is now serviceable and should last another 15-20 years, keeping the backup generators in sync and providing emergency power for the data center.

Richfield Fire Suppression component upgrade

The Richfield data center fire suppression components had failed twice during the previous year and it was difficult to find replacement parts to keep it operational. The project was funded with savings from other projects at a cost of $8,000 to replace the

components of the system. It was completed just prior to end of the fiscal year on June 28, 2012.

Installed new mainframe (Z114) including software upgrades

On April 19, 2012 DTS swapped out the mainframe for a Z114 machine with MIPS(393)/MSU(49) based machine due to reduced utilization over the last 3 years. The new machine was installed over a down time weekend with no interruption to customers. The new machine cost $263,480.00 and it is expected that almost $100,000 a year reduction in software maintenance costs will be realized based upon the reduced MIPS(563)/MSU(70) licensing costs.

Hosting Product Assessment

DTS contracted with SAIC to compare DTS Enterprise Hostings infrastructure offerings with private industry infrastructure offerings. It was determined that DTS Hosting offerings were competitive with private industry offerings. Recommendations from the project were used to develop future Enterprise Hosting rate models.

Storage

- Completed the migration from the outdated Cisco SAN fabric switches to the Brocade switches in the Richfield Data Center.

- Retired the NetApp SAN in the Salt Lake Data Center.

- Deployed the new Hitachi VSP in SLDC and completed a migration of 346 TB of data from the USPV to the VSP, increasing the capacity and performance of the SAN environment.

- Expanded the capacity of the SAN in the SLDC by adding 4 line cards to the Cisco SAN fabric.

- Reused the USPV by deploying storage for the VDI project.

Monitoring and Planning

- Deployed configuration management dashboard in RMS web site.

- Retired NetCool environment.

- Developed networking dashboard in RMS web site.

- Deployed 152 application monitors and 113 SLA monitors on RSM web site.

- Deployed billing reports and tools on RMS web site.

- Upgraded UpTime database from 5.3 to 5.5 and moved it to a clustered and virtual environment to improve performance and reliability.
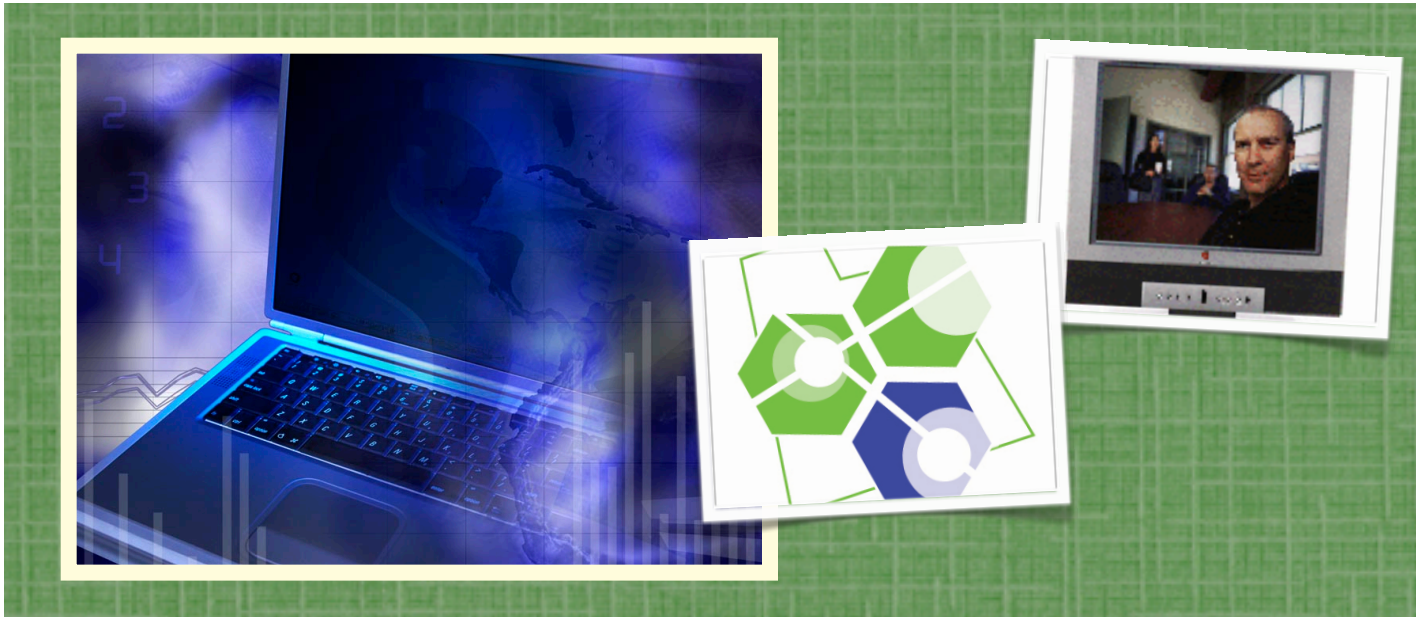
Desktop Virtualization Implementation

DTS Desktop Support deployed over 200 virtual desktops to DWS telecommuters. The group successfully replaced the LiveCD environment, which provided the following benefits:

- New applications, upgrades, and updates can now be deployed without having to deploy replacement LiveCDs to all users.
- Eliminated restrictions due to available disk space on CDs and DVDs.
- Reduced hosting environment from 9 Terminal Servers to 4 Citrix servers saving agency over $60,000.

Desktop also deployed virtual desktops to DWS employees at Palmer Court to resolve network connectivity issues and:

- Improved connection stability
- Improved application performance

Additional projects completed by Desktop include:

- Deployed PCI virtual desktop to ORS successfully, which eliminated the need for separate physical desktops and network to access Orbital Gateway portal.
- Implemented two fully loaded blade centers (16 blades each) to facilitate consolidation of existing XenApp and Presentation Server farms as well as for implementation of 2000+ XenDesktops
- Created redundancy in provisioning servers, web access gateways, and other environmental components to facilitate a high availability infrastructure
- Successfully converted pilot environment to production environment with minimal impact to users.
- Documented processes and procedures for administering and maintaining production environment

DTS ACCOMPLISHMENTS

Upgrade of Routers, Switches, and Firewalls

DTS replaced the Internet-facing routers, switches and firewalls with gear that supports 10 gigabit speeds to support ever-increasing bandwidth demands. 10 gigabit Next Generation firewalls replaced the gigabit firewalls that were inspecting so much traffic that packets were being discarded, as the aging hardware simply couldn't keep up with the current demand. The new firewalls are application aware, and are capable of managing URL filtering and IPS functionality. This gives DTS more tools to manage the traffic that traverses the State's network.

Communication Services RFP

DTS Network and Voice Planners, working with State Purchasing, created, released and evaluated a Communication Services Request for Proposal (RFP). DTS personnel assisted State Purchasing with contract negotiations which, to date, has resulted in the following statewide contracts:

• CenturyLink (previously Qwest); awarded: Business
Analog Lines, Business Analog Trunks, PRI, DS1, LAN Ethernet, Line Ethernet,
xDSL and MPLS
• Windstream (previously Paetec); awarded: PRI, DS1, Line Ethernet and MPLS
• Integra; awarded: Business Analog Lines, PRI, DS1,
Line Ethernet and xDSL
• Utopia; awarded: LAN Ethernet and Line Ethernet
Contracts with ComCast and with XO are currently being negotiated.

Statewide contracts can be used by any/all political entities within Utah, e.g., cities, counties, colleges/universities, K-12, etc.

Homeland Security - Emergency Operation Center

DTS Voice Solution Engineer (VSE) and Wiring Engineer worked with the Division of Emergency Management on the new Emergency Operation Center (EOC) located in the Capitol Building basement. The EOC was cabled/wired to accommodate Emergency Management's communications needs; 50+ jacks were installed to accommodate 30 Avaya IP (VoIP) phones. Audio/Visual (AV) connectivity, a critical element of the project, was provided to the Joint Information Center (JIC) located in the State Office Building and to the Capitol main communications room.

WAP Installations

The 802.11 installs have been in the hundreds throughout the entire State this year. There were 32 separate orders for 802.11 WAP installs alone, and many of these are large buildings with the need for total coverage. DTS has developed a wiring standard to use yellow cable and jacks for the 802.11 equipment, so it is easy to locate in the ceilings and cable trays.

The 802.11 project has also been the driving force for the need to upgrade data switches in all of the 802.11 buildings to POE switches. Several buildings needed multiple POE switches, because of multiple MDF/IDF rooms and floors. The Voice/ Data Techs work closely with the NOC and customers to ensure minimal downtime and customer impact when upgrading gear.

DTS ACCOMPLISHMENTS

DTS has provided cost savings of $73.7 million to State Agencies
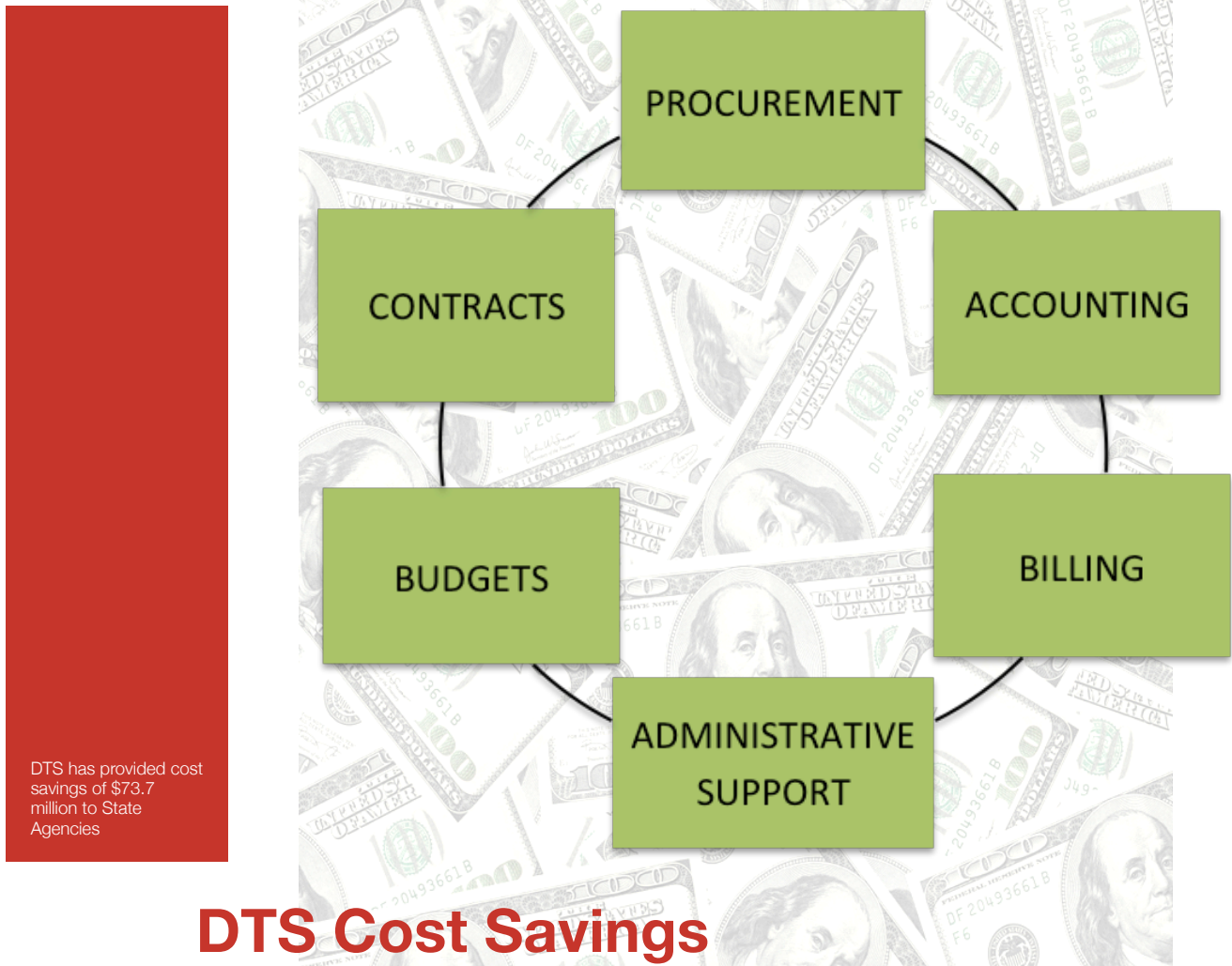
DTS Cost Savings

During Fiscal Year 2012, the Department of Technology Services Finance and Administration team gathered data for the independent accounting firm of Hansen, Barnett & Maxwell. The firm reviewed the financial benefit of DTS's optimization initiatives and competitive rates from FY2007 through FY2011. The accounting firm determined that DTS has provided cost savings of $73,681,020 to state agencies and their constituents.

In FY12, DTS Finance and Administration increasingly collaborated within the agency and with customers to continue saving the state money and build on past accomplishments. The finance team saved the state $302,013 by negotiating computer purchases on behalf of the state rather than agencies negotiating directly with vendors themselves.

Additionally, DTS Finance worked with software auditors such as Oracle, EMC, and IBM on behalf of the state to ensure state compliance with licensing agreements, producing over $200,000 in savings. DTS Finance and Administration is pleased to report on FY12 accomplishments and continue to produce new improvements that save time and boost the efficiency of government operations.

DTS ACCOMPLISHMENTS

DTS Procurement

As the state's purchasing agent for Information Technology and Telecommunications products, the DTS procurement team improved customer service by streamlining the way in which agencies purchase and receive IT assets. Procurement recognized the need for a faster, more efficient delivery process. After assessing agencies' needs, the team renegotiated logistics to reduce delivery time of IT equipment.

In addition, the procurement team established six receiving centers across the Salt Lake Valley in an effort to further reduce time from purchase to receipt. Doing so allows DTS procurement to manage quality control, prepare purchases for use, ensure timeliness, and track the movement of commodities. The procurement team's renegotiations and reorganization of receiving centers reduced the average delivery rate from purchase to receipt by 12.26 days.

The DTS procurement team purchases from multiple vendors under the Western State Contracting Alliance (WSCA), but the team wanted to ensure that purchasing

Days From Purchase To Receipt
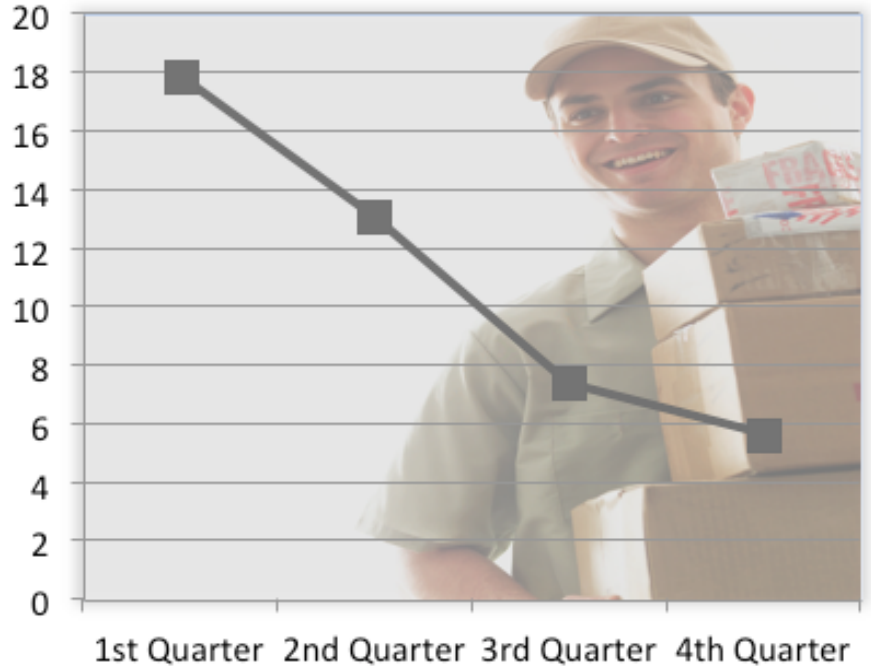
technicians use the best vendor to satisfy each agency's specifications. To do so, procurement staff developed a vendor scorecard to evaluate and rate each vendor's attributes. Now purchasing technicians can assess vendors in relation to the agencies' needs.

The DTS procurement group negotiated with suppliers in order to achieve substantial cost savings. The procurement team's diligence resulted in over $300,000 savings by year end:

- $90,860 on Desktops
- $123,552 on Notebooks
- $55,689 on ViewSonic Monitors
- $37,293 on HP Monitors

DTS ACCOMPLISHMENTS

DTS Accounting

The accounting group managed to improve upon past performance and reach remarkable results in FY12. Accounting revamped many policies and procedures, including the cell phone policy and personal reimbursement process, while maintaining timeliness measures in the 90th percentile.

As a model of efficiency the team upheld standards of:

- 90.63% of invoices paid within three days
- 99.13% of invoices accurate at first approval
- 96.62% of payment requests imaged within five business days

DTS accounting utilizes state purchasing credit cards as a cost saving measure. By taking advantage of cash back rewards for general services purchases, the accounting group saved the state $90,000 with $35,000 in savings to DTS.

To consolidate, verify, and make accessible fixed asset data, the accounting team collaborated on how to streamline the asset tracking process. As a result, the accounting group developed a database to identify, manage, and log DTS property by bar coding.
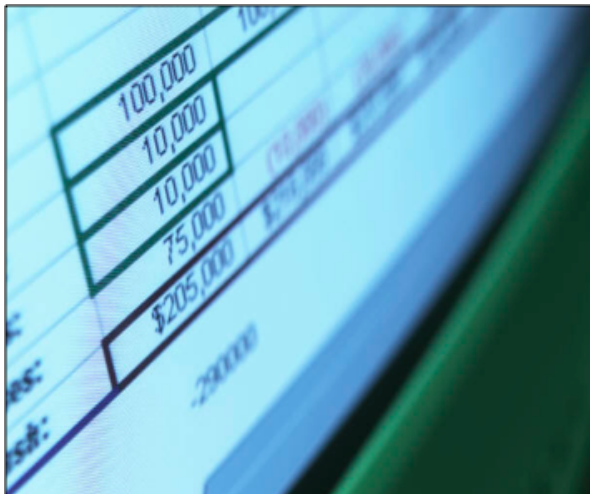
DTS Billing

In FY12, the billing group focused on automating internal operations to improve efficiency and accuracy. Before the team could begin streamlining the billing process, staff undertook verifying rates, billing codes, and Special Billing Agreements.

Previously, DTS billing would have to run payroll hours out of one system, calculate hours worked according to rates, and enter the results into a separate billing system. By implementing an automated application system, these three procedures were reduced to a singular more accurate and timely process.

By modifying defaults in the ARIES database, the billing team ensured state expenses were paid out of appropriate accounts, which improved accuracy in agency billing.

DTS billing is continually developing ways to make bills more transparent and accessible to customers. Staff developed a DTS Billing Process Book as a resource for non-state customers and agencies to understand the billing system. Additionally, the book will be used to train back up support within DTS.

DTS ACCOMPLISHMENTS

DTS Administrative Services

The administrative services team focused on improving customer support and meeting agencies' needs in payroll, clerical support, and travel arrangements. The team implemented new procedures to accurately gauge improvements by creating balanced scorecard measurements, updating processes, and increasing communication.

The clerical staff supports multiple agencies across state government. In an effort to provide better customer service, employees were cross trained for back-up coverage and increased communication by making weekly contact with stakeholders.

DTS payroll and Change Point programmers created payroll reports and implemented a time entry lock down procedure to ensure accuracy during payroll periods.

Bi-weekly e-mails were created and distributed detailing payroll updates and deadlines to maintain staff's greater than 99% accuracy in payroll coding.

The administration team has updated the travel website, authorization forms, and contact information in order to streamline the travel process, making it easier for DTS employees to attend trainings, conferences, and presentations regarding information technology advancements.

Additionally, a quarterly review has been established to verify third party reimbursements.

DTS ACCOMPLISHMENTS

DTS Contracts

In FY12, the DTS contracts team took the initiative to have more control in contracts relating to information technology services and purchases.

DTS contracts undertook the responsibility of managing the Information Technology Master Consulting Contract (MC1015) under delegation of State Purchasing. The team expedited and increased accuracy in existing and upcoming contracts by certifying vendor information.

The contracts team updated the existing Terms & Conditions of DTS Contracts and, with the Attorney General's approval, the updates went into effect improving the effectiveness of future agency contracts.

The team increased communication with customers by creating weekly contract status reports and a flow chart of the contract's process to provide clarity among customers.

DTS contracts updated the memo for acquisition of IT goods & services. Contracts distributed the memo to all agency executive branches to standardize the contracts process across the state.

The contracts team created a new database to log and track Adobe and Microsoft purchases. Billing information can now be automatically exported from the database to ensure accuracy.

DTS Budgets

In FY12, the DTS budget team increased the accuracy and timeliness of forecasts. After the state financial system closes, the budget group prepares forecasts for management review within three days. The forecasts are then presented monthly to IT directors and managers. Furthermore, the team created a yearly timeline to better manage seasonal increases in workload. Since the DTS budget team continually found ways to improve how information is presented as well as how quickly the team can prepare data, the group can:

Utilize time savings to track personnel costs and employee movements month to month.

Relay additional forecasting findings to stakeholders through meetings and quarterly financial statements that reconcile against the state financial system.

Research new forecasting software to present budget data more efficiently and discernibly.

DTS ACCOMPLISHMENTS

Partnering with State Agencies

Shortly after DTS was established, the Solutions Delivery group was formed with the following objectives -

Provide Augmentation Staff to allow for the expansion and contraction of IT Resources based upon cycles of demand from the Agencies' business units.

Share existing resources to support shared environments that service multiple agencies.

Implement standard toolsets, utilities and methodologies, and facilitate their dissemination throughout the State.

Web site Design and Development

Solutions Delivery partnered with a variety of State and Local customers, who may not have dedicated web design teams of their own.

Through partnering with Solutions Delivery, the customer leveraged these shared resources to not only create new web sites (or redesign their existing sites), but to also provide ongoing support in the future.

Designers from Solutions Delivery worked with the

Utah Commision on Civic and Character Education to design, develop and implement a brand new site that provides information and resources to Parents, Educators and Students.

The Solutions Delivery Designers have had an ongoing relationship with the the State Capitol Preservation Board (CPB) and have served their web design/development needs for a number of years.

During FY2012, Solutions Delivery redesigned the

entire Capitol Preservation Board Site, improving much of the functionality. As part of this, CPB has now been given the ability to manage their own site.

These are just a couple of recent examples. Other partnerships include the Department of Health, Department of Insurance, Veteran's Affairs, Attorney General's Office and many others.

DTS ACCOMPLISHMENTS

Application Development, Project Management and Business Analysis

Solutions Delivery partnered with a variety of State and Local customers to provide new or enhanced applications. This has provided a valuable and cost-effective way for many customers with no dedicated IT staffs of their own to acquire Project Management, Business Analysis and Development services from the shared 'pool' and to use these resources to successfully implement new applications for their Business.

During previous years, Solutions Delivery developers worked with the Utah Department of Veteran's Affairs to complete an on-line registration system to be used by the veterans themselves. During FY2012, functionality was added to leverage the information gathered in previous years and facilitate interaction with the Department of Workforce Services and Public Safety as well as other Legacy databases. his interaction allows Veteran's Affairs to keep the information current and to enhance the outreach capabilities of the Department.

During FY2012, the Attorney General's Identify Theft Reporting System (IRIS) went through major upgrades including a new landing site, and the addition of the Child Identity Protection program (CIP). This new program allows parents to add their underage Children's social security numbers to a 'credit alert' list with Trans Union. Once listed here, the family will be notified if Trans Union sees anyone trying to use the child's SSN. This is a first in the nation and is of interest to many other States for possible adoption.

These are just a few recent examples of the projects Solutions Delivery provided to various State Partners, including Deptartment of Health, Utah Insurance Department, the Department of Administrative Services, Department of Commerce and many others.

Database Services

The Solutions Delivery Database teams provide similar services to many of the Agencies. By providing a shared database environment, Agencies may house their databases in shared Oracle or SQL Server instances for a nominal monthly cost and receive 24x7 hardware and database support, full backups and on-call resources. They are no longer required to establish these environments and purchase licensing themselves.

This database model supports many agencies including Department of Health, Commerce, Insurance, Human Services, Agriculture, Trust Lands, Administrative Services and many others. During fiscal year 2012, many large systems were added to the model, including the State Hospital and the central payment system for DHS.

Because these shared environments are fully licensed with advanced security and toolsets, the Agencies participating in these environments were able to enhance security and many have worked with the Solutions Delivery Database team to successfully upgrade and encrypt their database schemas. Some of these include DAS' Fleet Services, Commerce's LES and CSB applications, Veteran's Affairs Tracking Systems, the Attorney General's IRIS system and many others.
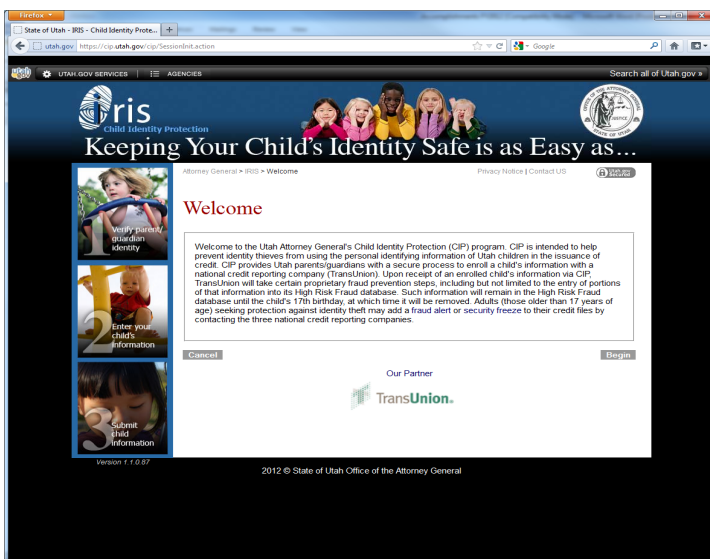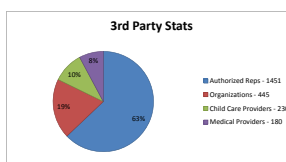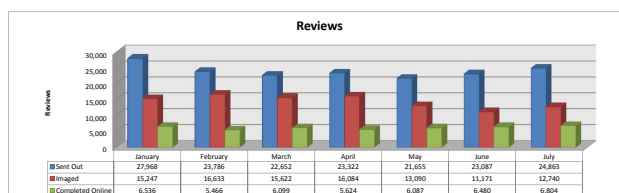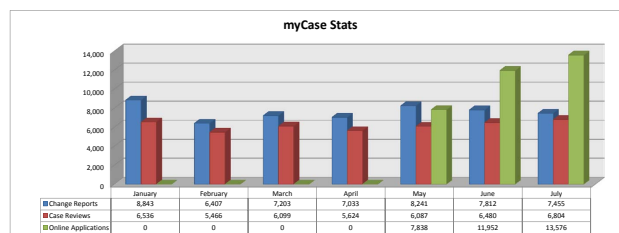
DTS ACCOMPLISHMENTS

eREP / myCase

DTS worked with DWS to deploy myCase OnLine Case Reviews, 3rd Party Access, and Online Applications in FY2012 (August 2011). Online Reviews gives customers the ability to complete 6 & 12-month program benefit re-certification. Prior to myCase, all Reviews were hand-written forms, mailed or FAXed, imaged & tasked to workers; a 7-21 day cycle. myCase enables reviews to be completed online by the customer, reducing staff workloads by more than 50% and significantly accelerates benefit re-certification cycle times.

The myCase on-Line application gives customers the ability to apply for any medical or non medical benefits. With changes to the business organization, 100% of applications are generated via myCase.   Customers are averaging just over 15 minutes to fill out and submit an application. eRep "Cascades & Checks Eligibility" for every application and routes to the appropriate worker or team.   This solution has resulted in start-to-issuance happening same day for some cases and under an hour for some expedited Food Stamp cases.

myCase 3rd party access provides business or legal representatives an ability to manage Customer case work (with appropriate authorizations & security). In addition to the reduction of paperwork, a significant amount of bureaucratic overhead has been removed, allowing fast, secure, and accurate case management through all myCase online features.

myCase Stats

	January	February	March	April	May	June	July
Change Reports	8,843	6,407	7,203	7,033	8,241	7,812	7,455
Case Reviews	6,536	5,466	6,099	5,624	6,087	6,480	6,804
Online Applications	0	0	0	0	7,838	11,952	13,576

Reviews

	January	February	March	April	May	June	July
Sent Out	27,968	23,786	22,652	23,322	21,655	23,087	24,863
Imaged	15,247	16,633	15,622	16,084	13,090	11,171	12,740
Completed Online	6,536	5,466	6,099	5,624	6,087	6,480	6,804

3rd Party Stats

- Authorized Reps - 1451
- Organizations - 445
- Child Care Providers - 230
- Medical Providers - 180

In 2012, the eREP team successfully migrated the application and support activities from project delivery (burn-in) to formal production support. This was accomplished with the adoption of Agile business principals, reorganization of the eRep team, upgrades to infrastructure, and the re-prioritization of work items. These changes resulted in accelerated production release schedules, increased code quality, and the removal of historical bottlenecks and solution

Projections Suite

In February 2012 the new Projections Suite software package was released to the states. The system features a completely rewritten interface and a new SQL Server database, containing all the functionality of the old FoxPro system as well as a few new features and the new online Report Manager system.

49 states and territories are using the system to produce their short-term and long-term industry and occupational projections for 2012.

DTS published three updates to the suite as requested by the Federal Consortium, and has continued to provide phone, e-mail and list server support to users.

In June, an update to the FLC Data Center was completed that included new wage data for 2012-2013 and incorporated the change from O*Net 15 and SOC 2000 to O*Net 16 and SOC 2010.

SAMS
Security Access Management

DWS was utilizing a manual workflow to provide access to system, applications and data. A paper form had to be sent to Data Security with any new user, access modification or user transfer. It was taking two days to three weeks to process the requests. The Security Access Management System (SAMS) was developed to automate this process. This system provides the following:

- Authentication (all DWS applications) - verify user identity
- Administration – manage, track, and notify user profiles
- Confidentiality – protect data from unauthorized access
- Auditing – who has granted/changed access
- Authorization – grant and revoke access to systems, applications, data
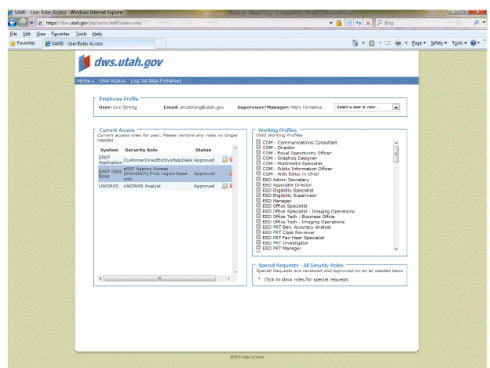
The return on investment of this system has provided the following:
- Timely removal of System Users
- Able to track system access for each employee
- Able to control the appropriate access needs for all employees

UI Workshops

Last year the UI systems won an unprecedented award at the National UI Directors meeting in Providence Rhode Island. Utah's Unemployment Program was presented with three Awards of Excellence for the unemployment insurance program: unemployment benefit payments, appeals decisions, and tax operations. In the 76 year history of the UI program, this is the first time that a state has received all three awards. Utah has always been a leader in UI technology and continues to do so.

UI Tax implemented a CAR/LAR scanning program. The OPEX scanners now read the amounts on the checks using the same OCR technology. This will further automate the processing of payments by mail. The CATS CAR/LAR scanning function was implemented which processes checks just like banks. This greatly improved accuracy and speed on getting payments posted and has saved staff hours. UI doesn't need to hire 10+ temporary staff each quarter to process quarterly employer filings.

- Centralize the process for obtaining system access
- Track that employees have signed the DWS Computer Policy Statement
- Able to track when someone is removed from the Approving Authority Records
- Tracks third party access to systems
- Able to track approving authorities

Re-Employment Workshops

Re-employment workshops will be available to all job seekers and developed in a way to allow for future, target populations to be assessed, referred and tracked for mandatory participation. This project benefits DWS by facilitating re-employment.

Core DWS online re-employment workshops are available for Unemployment Insurance (UI Claimants) [and all other job seekers]. The workshops cover the following subjects: Resume Writing, Networking, Applying for Work, Interviewing, and Work Relevant Soft Skills.

The UI Claimant takes an Online Orientation and Assessment to determine where they need assistance. Based on the Assessment outcomes, UI Claimants is required to complete one or more of the online re-employment workshops. These online workshops will be housed in UWORKS. UI claimants will log into jobs.utah.gov job search to complete the workshops.
UI claimants assigned to take these online workshops will be automatically notified through CUBS.
UI Claimant selection and participation information will be tracked and shared between UWORKS and CUBS.
UI Claimant participation will be tracked and enforced through automated online systems.
UI Claimants who are referred to these workshops based on assessment findings will be required to participate by a specified date.
Provisions will be made for UI claimants who do not have internet access.

DTS ACCOMPLISHMENTS

Remote Broadband Access

The Department of Financial Institution (DFI) examiners work primarily in the field performing on-site examination of financial institutions both in state and out of state. This remote field work increasingly requires fast, reliable, access to the State's email system, DFI's file server, the internet, and other federal agency data resources. During FY2012 the department acquired a number of new 4th generation (4G) cellular broadband access devices providing the examiners various remote access improvements.

- Improved Security – Cellular broadband access does not require the examiner to rely on an open wifi connection or guest connection in the institution which can be a potential security risk for both the examiner and the institution.

- Increased Access Speed – The new cellular broadband devices operate on the faster 4G network with improving coverage throughout the state. 4G on average provides a 5 fold increase over 3G in access speed.

- Improved Access Availability – The new cellular broadband devices allow up to 5 examiners to connect to a single device. This allows examiners working on-site to share the benefits of 4G access and help keep the cost of remote access down.

Network Access

As a consequence of building tenant changes, the agency acquired updated equipment and other improvements to its office location network infrastructure. These improvements included a new securely mounted full-size network equipment rack, upgraded network switches, new backend phone system interconnect, additional UPS capability, and other network wiring management improvements. These upgrades and improvements will give the agency greater network reliability and enhanced network support.

eWorkpapers

During FY2012, DFI moved forward on efforts to transition from a paper based system of exam work papers to an electronic one. During the course of the exam, examiners would compile associated work papers into file folders and store them in the agency's office file room vault. Examiners now receive many documents from the institution in electronic format and can convert other paper document into an electronic format in the field with a portable scanner. This latest approach to exam work paper management, allows for efficiencies in storage, access, sharing, and search capability.

DTS ACCOMPLISHMENTS

COMMERCE ACCOMPLISHMENTS 2012

Online Services

Several new on-line services have been added to the Department of Commerce (DOC) websites. These services will provide the public with new functionality that will allow them to more easily interact with DOC.

This new functionality allows the public to do a simple lookup on individuals, licensed thru DOPL, and see if they have disciplinary actions against them.

It also allows professionals to register 'on-line' for training, instead of having to call an individual to schedule. Additionally, the system reduces Commerce staff needed to take such calls.

Controlled Substance Database

House Bills 35 and 36 require that new reporting must be implemented between the Courts and the Department of Commerce concerning offenses associated with a Controlled Substance. Reporting must also be completed by specific Hospitals for overdoses associated with these same Controlled Substances. This past year, DTS Solutions Development Staff worked closely with the business users at Commerce to ensure this was successfully completed and implemented on time.

Security Improvements

During FY2012, DOC has been able to focus more on Security and has made several improvements in those areas. Some of these improvements include –

- Redacting sensitive information, where possible, on many documents managed in the Content Manager environment.
- Upgrading the LES Database to Oracle 11G and encrypting that data at rest.
- Upgrading the CSD Database to Oracle 11G and encrypting that data at rest.
- Tightening the security on transmissions from the Pharmacies to DOPL.

DTS ACCOMPLISHMENTS

Full Physical Inventory in the Warehouse

On June 22, 2012, DABC conducted the first true full inventory count in the warehouse. In previous years the warehouse had been using cycle counts along with an in-house program to conduct the inventories. There were many flaws with doing the inventory this way, including the inability to produce proper reporting of the inventory count, loss of FIFO layering if a cycle count adjustment was wrong, as well as a list of other issues.

This year, the DTS staff found how inventories should be conducted by using the Escalate WMS system. It required that the staff 1) create a file with all of the adjustments that were to be made, 2) FTP that file to the Escalate WMS and 3) use Escalate's procedures to finalize the changes. To accomplish this, the team used the following sequence of events:

- Used Videx scanners to scan every location in the warehouse.

- Created a program called Full Warehouse Inventory which compared the scanned inventory with the system inventory.

- Printed out differences of the scanned and system inventories and verified every discrepancy by another physical inspection of locations.

- Made final adjustment between scanned and system inventories in the Full Warehouse Inventory program and sent the adjustment file to the Escalate WMS.

- Finalized the changes using the Escalate WMS.

The entire process only took 4 hours to complete. Warehouse workers commented that it was the quickest and most efficient inventory they had performed. During the full inventory, DABC administration and Legislative auditors were on hand to view the new process.

Removal of "Stuck Item" Program

The Stuck Item program was implemented to help the warehouse correct improper movements of product caused by programs that had bugs in them. These programs included:

- Balance GERS to ASRS
- ASRS Replenishment
- Cancel Replenishment
- Limited Location Cleanup

Because these programs were making incorrect moves to products, eventually a product could not be picked, or moved from one location to another and sometimes would end up with misleading information regarding the item. This would cause a variety of issues for the warehouse including unnecessary cycle counts, unpicked items on store orders, confusion with product levels and wasted time trying to correct the problem. After all programs were corrected the team removed the "Stuck Items" program. This program was being used several times a day by warehouse managers for almost 9 years. Since its removal and the fixes to the appropriate programs, the warehouse has not had the need to adjust items caused by improper moves and this has saved many hours that were previously wasted because of faulty programs.

Pick to Voice

DABC wanted to find a more efficient way to pick orders for the stores, including:

- Decrease 'over and short' on loads by improving picking accuracy.
- Increase cases picked per hour by warehouse workers.
- Increase safety for warehouse workers by allowing a hands free environment while receiving instructions to pick orders.
- Improve reporting tools to monitor workers activity.

Voxware was the company selected to implement the pick-to-voice system. It was implemented in October of 2011 to a few workers and was fully deployed in December of 2011.

DABC was required to write an interface that would take open picks from the Escalate warehouse management system and send them in assignments to the Voxware pick-to-voice system. This program has functioned flawlessly since its implementation.

All of the goals that were set for the pick-to-voice system have been achieved. Productivity is up, accuracy has improved and the warehouse workers are able to work safer by receiving voice commands instead of using a hand scanner which forced them to focus on the scanner instead of the work in front of them.

DTS ACCOMPLISHMENTS

ORSIS

Many enhancements were made in ORSIS during 2012, including:

- A major enhancement was made to support the new NCPDP D.0 format and process flows and make enhancements to the insurance data match bypass. This not only helped ensure ongoing compliance with HIPAA and HITECH but made improvements to these processes to decrease the workers involvement.

- Began implementing internal and HR forms in Adobe Forms. This not only allowed workers and managers to process these forms much more quickly (and provided a much better set of reporting tools for ORS management), but allowed DTS and DHS to test and debug the environment prior to releasing the first customer visible forms in FY13.

- Removed the last processing for the old PACMIS and AIS systems and phasing out the old HLCI system. This allowed the state to not only eliminate older systems, but provided significant business enhancements with each set of changes.

- A number of enhancements were made to decrease the workers involvement in the state tax intercept processing and to automate and streamline a number of accounting processes. This allowed the accounting workers to spend much less time on routine tasks, and helped to prepare for the increased case loads that the ACA will bring over the next several years.

State Hospital

Migration from Sybase to SQL Server: Benefits include significant application performance improvements, especially on long-running reports and complex queries. The new SQL Server environment also includes 30-minute data syncing with Richfield for disaster recovery which improves disaster recoverablility.

Allergy Interactions: The allergy tracking component of the new data product is much more granular and allows treatment staff to capture better information about allergies and hypersensitivities.

Enhancements to eChart:

- Several work flow items were added to prompt staff when time-dependent action is needed

- Improvements in performance and usability to the PIRS module

- Various reports were improved, including blood sugar performance and reporting

- New note types for Behavior Support Plans were added.

USH and DTS continue to partner in the vibrant eChart Development Team meetings to identify the issues and enhancements that most impact staff effort and patient care. These changes and additions to eChart contribute to continual process improvement at USH.

Structured Decision Making

The Structured Decision Making Module in SAFE was modified to support a substantial change in business practice in the way that workers assess Child Protective Services (CPS) cases. Former tools, such as the "Immediate Protection Safety Assessment" and the "Risk Assessment" currently in SAFE were abandoned in favor of the new tools being created.

SDM was designed to assist workers to identify any immediate threats of serious harm and the likelihood of future maltreatment to children involved in a DCFS investigation. Additional benefits of the use of these SDM tools include: Evidence Based; Provides common language for child safety and risk with community partners and stakeholders; Operationalization of the Safety Model; Consistence on investigation decision making.

Utah Insurance Transparency Database

The Insurance Department (UID) has spent much effort during fiscal year 2012 developing an Insurance Transparency Database, (UITE), which will be available online in a public oriented implementation. UITE will provide healthcare insurance information to the public to assist in better understanding health insurance and the insurers.

This site gives the public valuable information on Health Insurer rates, quality measures, and metrics.
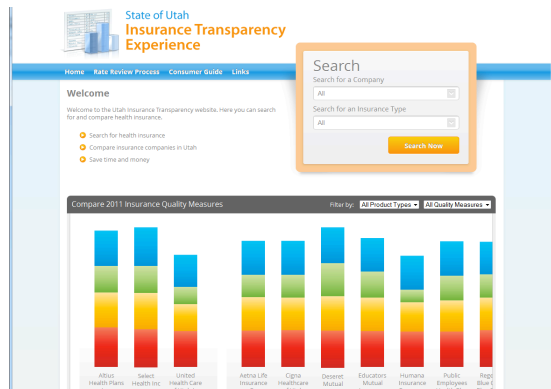
The data is pulled from national, state and local databases and is presented in a consumer-friendly, easily navigable manner. In seconds, members of the public can have access to important information to help them make decisions on the available health insurance programs.

Development has also begun on mobile device access to the UITE website and the entire site should be available during FY2013.

Other Accomplishments

• On March 24, 2012 the Insurance Department migrated to Microsoft Active Directory and Microsoft File and Print Servers

• Recently, UID implemented eMailing for all Insurance Agents license renewal notice. This has resulted in savings of thousands of dollars in printing and postage costs, as UID averages 3,600 renewals per month.

Team Mate

TeamMate 10.1 was deployed in late June of FY2012. The deployment included a migration from a Microsoft Access database system to a Microsoft SQL Server database system. Several web based modules new to version 10.1 were deployed. These new modules are TeamCentral (Project and Issue Tracking), TeamRisk (Risk Assessment), TeamSchedule (Project and Resource Scheduling) and TeamMateTEC (Time and Expense Capture) in addition to TeamMateEWP (Electronic Work Papers) which has been used for many years. TeamMateEWP has not been webified as of version 10.1. The whole TeamMate environment is accessed via a Citrix Xen Server, as the staffers that use TeamMate largely perform Financial Exams on-site at the Insurance Companies.

Insurance's Financial Analysts and Captive Insurance Division also use TeamMate for audit management.

Utah Health Exchange Agent Search II

Utah Health Exchange Agent Search II was deployed to Production in early FY2012. Agent Search II provides a way for consumers and businesses to find Health Insurance Agents and Health Insurance Companies authorized to participate in the Utah Health Exchange.

In order for an Insurance Agent to be qualified to be in the Utah Health Exchange, they must have contractual relationships with all of the Health Insurance Insurers currently participating in the Utah Health Exchange, and they must also have completed specific training related to the function and operation of the Health Exchange Marketplace.

DTS ACCOMPLISHMENTS

Firewall Protection

The Payroll system is a mission critical system that accounts for and processes payroll checks for over 25,000 employees.

The FINET system is also mission critical. It tracks and processes all financial activity for the State and houses the State's general ledger.

Data Warehouse provides all agencies with critical information necessary for completing financial and administrative duties.

Finder is used to capture debts owed by the public. The debts originate from the courts, higher education, etc.

Payment Tracking is used to electronically pay vendors who do business with the State.

DTS, working closely with the Division of Finance, formed a team comprised of both technical and functional resources who are responsible for moving all of the supporting servers for these critical systems behind an internal firewall. Now, in addition to the perimeter firewall, these systems are protected by an internal firewall. This internal firewall is configured in a way that only allows access to specific IP addresses through specific ports. The firewall is maintained and monitored to ensure no unauthorized access is allowed thereby safeguarding the data contained within these systems.

AIM and ProjectWise

The AiM system is used State wide for facilities maintenance management. All buildings managed by DFCM are maintained in this system. AiM also manages all State funded construction projects. The Project Wise system is used for document management for all of DFCM's business activities.

Both of these systems run on an Oracle database. Working with DFCM, DBA's and Developers from the Solutions Delivery group were able to migrate these systems into the Oracle "Shared Environment", which is hosted and supported by DTS. This shared environment significantly reduced the cost associated with Oracle licensing. It is estimated to have saved DFCM, through cost deferment, over $100,000.

Payment Plus Module

Payment Plus is a new module in the Payment Tracking System (PTS) that provides for vendor payment via a credit card. Rather than sending out a manual payment (warrant), or an electronic payment (EFT), the Payment Plus system will pay the vendor through a quicker credit card payment.

The module was newly developed in the Division of Finance and has been in production since June 2012.
The development of this module combined resources from both DTS Solutions Delivery (technical) and the Division of Finance (functional). The team worked closely together to ensure the accurate and timely implementation of the new functionality.

Repair Price Management System

The Repair Price Management system is used within Fleet Operations to oversee all repair costs for the State's fleet of vehicles. Anytime a repair is needed, the RPM system will look for and identify the best possible price for the required service. It will also give the location of the repair facility. This project assists Fleet Operations with the large task of monitoring hundreds of parts & repair vendors working on thousands of vehicles all over the State.

During FY 2012, much of what was a partially manual system has been completely automated. The State was frequently overcharged for vehicle parts & repairs. This system has made overcharging easier to prevent, identify & rectify, and should result in significant cost savings to the State.

Phase one of this system is complete and in production as of early June 2012 and is focused on tires for all State vehicles and repair / maintenance for vehicles in the Division of Administrative Services. Phase II, when complete, is expected to reach across all State owned vehicles and the needed service and repair.
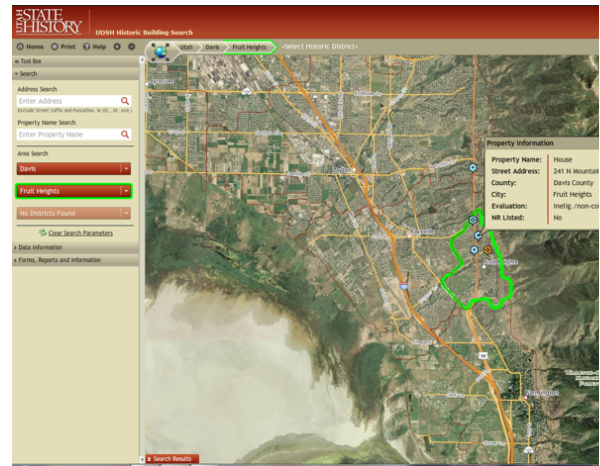
DTS ACCOMPLISHMENTS

Preservation Pro

During 2012, the Department of Heritage and Arts (DHA) implemented a new system for State History. This system, Preservation Pro, allows various levels of user access, via easy-to-use maps to various historical and archaeological sites throughout Utah. The user can easily navigate across the Statewide map and find historical sites with the associated address, evaluation and national registry information. Security allows different versions of the listings by the level of access granted to the user. This system is critical not only for the preservation of historical sites in the state, but also the Governor's energy development strategy. Any development project on state or federal land is required to complete an assessment of cultural sensitivity in the affected area. By digitizing these records and allowing archaeologists to begin an initial assessment via the web, this application can save months of expensive construction delays.

This project was originally vendor -constructed and was in development for some time. However, it was turned over to the DTS Solutions Delivery staff in December of 2011 and with the new partnership with DHA and the DTS Project Management and Development staff, it was fully deployed to production by the end of the year. DTS and AGRC resources have completely supported the application since this transition and have subsequently produced two more successful enhancement releases.
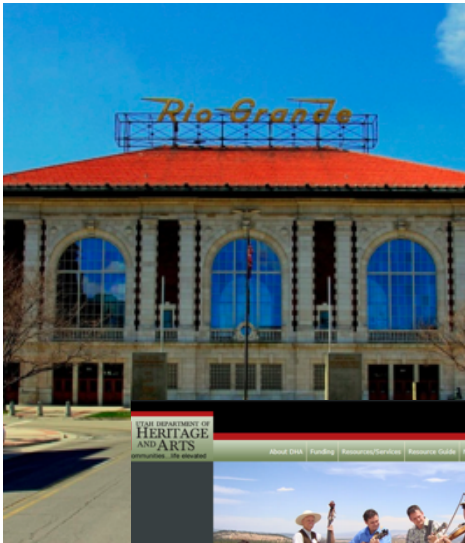
Reorganization and Moves

FY2012 has been a very dynamic year for Department of Community and Culture, (now DHA). The department has gone through a major reorganization as well as the relocation of many DHA employees.

Many offices were moved to the Rio Grande Building this past year.

This was a major undertaking that required the coordination of DTS' Network, Desktop Support, Voice and Administrative services. The efforts of these individuals were successful and many DHA staff members are now enjoying their new offices.

In addition, the reorganization from the former Department of Community and Culture to the Department of Heritage and Arts has required the efforts of many Solutions Delivery and other DTS development staffs.

Solutions Delivery Designers have created a new face to the public, by re-branding and updating all of the DHA Websites. In addition, developers from Workforce Services and Solutions Delivery have coordinated efforts to ensure that systems supporting the HCD services have migrated successfully without outages or interruption.

DTS ACCOMPLISHMENTS

The ePar Process
New Functionality for **ERIC**

The Department of Human Resources, (DHRM), implemented a new 'self-serve' management system during Fiscal Year 2012.

This system, referred to as "ERIC" is part of an optimization project, initiated by DHRM, which allowed most HR technicians to move from the field offices into a centrally located help desk. Although these efforts allowed for more work to be done with less staff, the HR technicians, previously in the field, were no longer intimately involved in the details of the employee actions that were being requested and many times, needed more info from the field office before such transactions could be completed.

Therefore, in order to keep such requests moving quickly and efficiently, some tool for communicating information between the HR Analysts in the field and the ERIC Help Desk was needed. ePar was created to fulfill this need and give the analysts in the field an automated way to request any kind of personnel action and have that action completed by the staff at ERIC.

ePar has helps and validations to guide the analyst through creating the request. ERIC staff process the ePar using the functionality in HRE, without the need to try and catch an individual on the phone or through emails to get the required additional information.

The two systems have some integration which also helps to eliminate duplicate entry and helps to facilitate this process.

Additional Accomplishments

- HR Docs was added to the core HR system, HRE. It allows users to upload and store employment-related documents for access by HR professionals.

- Interfaces with Enwisen - DTS has created automated interfaces to share appropriate data elements with HR's third-party vendor for on-boarding and case management. These ETL utilities are a critical part of the success of the optimization initiative.

- User Provisioning HRE, the Job Seeker application, and other processes were enhanced or developed to help speed up the provisioning process for new hires.

- Triple A's were added to the UPM Application and were used for the first time in FY2012. This has eliminated the need for tens of thousands of paper forms that were previously required, and now allows the employees to 'acknowledge' such forms on-line and have those forms electronically stored with the employee's yearly performance plan.
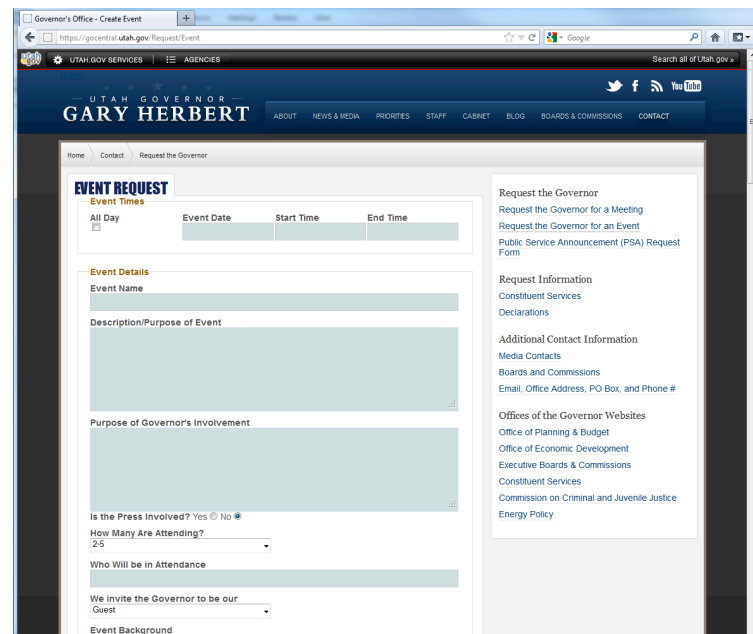
DTS ACCOMPLISHMENTS

Reapportionment

Every 10 years, the federal government conducts a census count. Afterward, federal, state and local voting districts and precincts are reviewed and altered to help balance voting precincts.

This past year, the staff supporting the Governor's Office implemented a series of system enhancements, including the addition of GIS mapping, to facilitate this process.
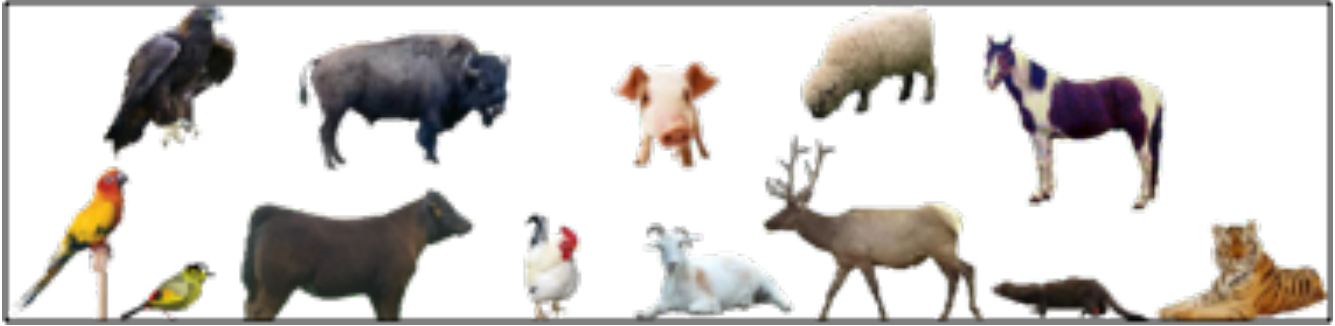
This process was a major undertaking and involved the legislature, staff from DTS, AGRC, the Lt. Governors Office, and county clerks throughout the state. Despite this, the project was completed on time and within budget.

Additional Accomplishments

- Several enhancements were made to VISTA and VISTA Local to facilitate the elections process. Of note was the ability to utilize Vote Centers, where voters from multiple precincts could vote in one location.

- Most of the divisions that make up the Governor's Office made significant updates to the look, feel and content of their respective websites. Developers and designers put many hours into the modernization.

Communications

Early in the year, the Governor's Office requested a set of applications which would help coordinate the Governor's calendar and communications within the Governor's Office and with his constituents.

The Governor's Office receives a myriad of requests during the year for speaking engagements, appearances and other needs. A series of functions were developed that automate these requests, reply to the requestor in a timely manner, and provide reports for streamlined approvals. The functions also allow for easily transferring pertinent information into 'talking point' documents; therefore, eliminating much of the previous duplicate entry that was once required.

Formerly, when a request or appointment was approved or scheduled, manual coordination was required to add appropriate events to appropriate calendars. With GO Central, once a request entered thru the system is approved, it is automatically pushed to the appropriate calendar. The system has been very well accepted by its users and is being utilized as a framework for similar functionality requested by the Governor's staff.

DTS ACCOMPLISHMENTS

Animal Entry Permits

Animals imported into Utah are required to have their health and entry into the state approved by the State Veterinarian.

The person who owns the animals visits their local veterinarian who examines the animals, issues a health certificate, calls the Animal Health section of the Department of Agriculture and Food, verbally answers some questions, and obtains a Utah animal entry permit. Then the vet would send a copy of the health certificate directly to the department.

Formerly, animal entry permits were issued over the phone and health certificates were mailed via the U.S. postal service. This required someone from the animal health section to be on call evenings and weekends. Entry permits and health certificates were filed in file cabinets at the animal industry division.

New Application Advantages:
- Animal Entry Permits are available 24x7 not just until an employee's bedtime. Shippers can go to their local vet, who can go online, answer some questions, obtain a Utah animal entry permit (with no fee), and issue the Health Certificate to the shipper.

- Entry Permits are legible and readily accessible and have the health certificates attached.
- Employees are now reminded which health certificates have not arrived within 30 days.
- Health certificates are tracked and can be received electronically.
- Animal health research can instantly be done with the click of a button and a report showing where diseased animals were shipped from and where they were shipped to in Utah.
- As more and more vets take advantage of obtaining their Entry Permits online and attaching electronic copies of their health certificates, staff time will be further reduced.
- Utah Department of Agriculture and Food vets can review the entry permits against the corresponding health certificates without searching to match up entry permits and health certificates.

Estimated Savings:
Issuing Permits Time Saved: $2,285/Year (90% adoption)
Filing Permits and Health Certificates: $1,142/Year
Vet Review of Permits, Health Certificates: $31,500/Year
Animal Disease Control: incalculable

General Online Payments

The new application allows the Department of Agriculture and Food to collect Online payments for multiple programs (including Loans) which did not previously have that option. Agricultural Loans, Licensing late fees, Pesticide applicator exams are examples of business programs which might use this new online payment application. This can save travel, time, and in some cases interest or penalty charges. Additionally, the application was written to allow inclusion of other approved business programs with a minimum of effort.

- Provides the ability to make online payments for agricultural loans and other program fees which previously had to be mailed.
- Allows foreign customers to pay online.
- Makes it possible for pesticide applicator testing to be performed at third party testing centers which can eliminate the need for computer equipment, network connections, and staff at multiple sites around the state.
- Provides a more convenient payment method for customers

DTS ACCOMPLISHMENTS

Aerial Image Catalog

In order to evaluate and analyze ground water, grazing, flora, and environmental factors affecting agriculture, DAF utilizes a camera mounted on a GPS tracked remote control helicopter. To be useful, camera images must be paired with the ground station's GPS coordinates based on the time stamped records in the logs from the two devices.

Synchronized Logs: The devices record different time intervals. Communication between the devices can be lost or one of the devices may have a problem and not record GPS coordinates or images for a few seconds. Manually resolving what was lost by which unit, when, and matching up the thousands of records per flight is a daunting task. This new application imports data from both sources, does the time conversion, and 95% of the matching. It can then store the synchronized image index (GPS coordinates and image file) for future analysis and allow archiving to offline storage. Many manual errors are avoided and the maps eventually produced by ArcGIS are more accurate.

Field Functionality: Some of the analysis functions are available on stand-alone laptops so Agriculture's field staff can be sure they have acquired the needed data before leaving the site they are surveying.

Savings: Matching and storing the GPS referenced image takes 95% less time. This reduces the $4 per image cost to $0.20 per image and results in a $38,000 per year savings.

ENARS: Email Notification and Response System

ENARS allows managers to send a broadcast message to customers that the manager selects from an agency database, get a response, and re-send to those that have not responded within a selected time period. It allows customers to respond (via web page link) telling Agriculture whether they have encountered the situation, animal disease, or recalled food item specified in the broadcast and to what extent. These responses are automatically tabulated and reports can be printed.

Advantages:

Allows an immediate notification or survey of animal diseases outbreaks with confirmation that all veterinarians received the notification.

Allows managers to know where an animal disease, insect infestation, or specific noxious weeds are located.

Potential for results to be used in GIS mapping of outbreaks or conditions.

Allows notification of a new rule, regulation, or fee affecting customers.

Allows analysis and archiving of results in spreadsheet format.

Savings:

Automated selection and distribution saves time currently spent sending many emails or faxes for a single notification.

DTS ACCOMPLISHMENTS

GenTax

Together, Fast Enterprises, DTS and the Tax Commission completed the implementation of the remaining tax types into GenTax. The latest roll out brought in Oil and Gas Conservation, Oil and Gas Severance, Mineral Severance, Inheritance, Radioactive Waste, Beer Tax, Property Rail Car. Functionality includes TAP registration, filing and payment for most.

With all tax types in GenTax, agency staff can more readily service taxpayers, can see a complete picture of each business in Utah, and more businesses can file and pay their taxes electronically. In FY2013 Tax will move on by implementing motor vehicle titling and registration as well as motor vehicle enforcement functions. This will bring similar benefits to those business functions as well.

This also allows the agency to retire several smaller systems, reducing the footprint and improving the security posture by having confidential data in fewer locations.

Appeals

JusticeWeb is a web-based e-filing system for Tax Appeals. It allows taxpayers and County officials to submit new petitions (Appeals) online instead of the traditional method of a paper filing. JusticeWeb allows greater control and flexibility over the paper form in a variety of ways. It allows the agency to require certain fields to be filled out and allows the agency to do some data verification through field masking to ensure that the data submitted within certain fields is of the proper type, length, and format. Unlike the generic paper form, JusticeWeb allows the agency to control for which information the taxpayer is prompted. For example, if the taxpayer indicates that the appeal is for an Individual Income Tax Audit, the subsequent screens will only ask for information related to that case type. They will not see any of the screens or fields that deal with Motor Vehicle (VIN, license plate, etc.) or Property Tax (parcel number, property location, etc.).

All of the information provided by the taxpayer is given a brief verification by the intake clerk and then transferred directly into their case management system, JustWare. By having the taxpayer type in all of the pertinent information, the amount of data entry errors is drastically reduced. Under the paper submission method of filing an appeal, the taxpayer fills out a generic form that covers all tax types. The taxpayer may not fill out all of the necessary information required to open a case, or may fill

in fields that are unrelated to their case. The intake clerk at the agency then must enter all of the information into the case management system and contact the taxpayer to obtain any missing information. A typical case takes about 30 minutes to enter from the paper form. For appeals submitted via JusticeWeb, the process takes about 3 minutes.

The counties are seeing a tremendous benefit to submitting Locally Assessed Property Tax appeals via JusticeWeb. Prior to JusticeWeb, the county officials would submit their appeals in large batches, which would pile up in the intake clerk's office and take anywhere from one week to three months to be entered into the system. The same appeals submitted via JusticeWeb are now opened within hours, frequently within minutes of being submitted.

Since JusticeWeb became available to the County Officials in October, 10 of the 29 counties that have submitted appeals have switched exclusively to JusticeWeb, with more expected to make the switch during 2012. Salt Lake County is working closely with the agency to make the switch to JusticeWeb. Once Salt Lake County migrates to JusticeWeb, over 80% of all property tax appeals (which account for half of the average of 4,000 appeals received annually by the agency) will be submitted electronically.

DTS ACCOMPLISHMENTS

WIC VISION Project

The VISION (Vital Information System in [an] Optimal Network) system was fully implemented in the Fall of 2011. WIC provides food, counseling, education and medical care referrals to help low-income women, as well as their children up to age 5, maintain health-supporting nutrition. The VISION system helps assess eligibility and benefits for potential beneficiaries. The application has reduced the time and interface requirements for WIC program staff, allowing more customers to be provided with this important service. The project was completed on time, within budget and is viewed by the Department of Health as a model for how the DOH/DTS relationship should exist.

Data Warehouse Projects

The CMS (Centers for Medicare & Medicaid Services) Fraud and Abuse Prevention Project required the extraction and packaging of all paid and denied FFS (Fee For Service) claims over a 5 year period to CMS contractors. A full history of provider and Medicaid eligible files, test files, data dictionaries and mappings was included in the package. This project provided significant support and information to the larger overall effort of catching and preventing Medicaid fraud in the State. An ongoing secure data feed provides CMS with information regarding claims, providers and eligible recipients in order to allow for ongoing analysis of potential fraud and abuse situations.

Outpatient Claims as Medicare (OPPS)
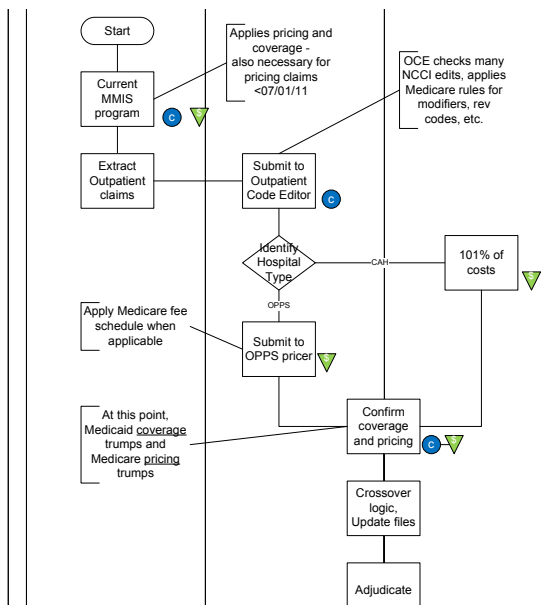
The Utah Hospital Association lobbied the Utah State Legislature to make a change in the Outpatient claims pricing methodology. The project was completed successfully and went live on September 1, 2011. The project team was awarded the Governor's Excellence Award for Outstanding Public Service.

The benefits/accomplishments were:

- Met the needs of the Provider community
- Reduced the cost of Outpatient Medicaid claims
- Created a large savings in development cost and lost opportunity costs by completing the project in one year, when three other states each took three years to do the same project.

Many teams collaborated on the project and contributed to its success.

DTS ACCOMPLISHMENTS

Pharmacy Point of Sale System

Additional Accomplishments

Doses Administered Web Application
Implemented in September 2011, the Doses Administered application allows health care providers to enter their Vaccines For Children vaccine inventory usage reporting online to the State's immunization program. This allows for better overall tracking of vaccinations throughout the state. The application also improves the State's ability to focus on training and education to increase the vaccination percentage of Utah's children.

Completed Reload of Possibles
USIIS (Utah State Immunization Information System) had approximately 2 million records needing review to determine if they were matches with existing patient records. These 2 million records came to USIIS from a multitude of immunization providers. An improved matching routine was developed and these records were reloaded. A 30% resolution rate was achieved, resulting in significant hourly savings to the USIIS staff by reducing the need for a manual resolution process.

HIPAA Standard Transactions Implementation
On June 30, 2012, the HIPAA 5010 batch processing system was implemented. This application allows for the processing of all HIPAA standard transactions in formats required by the latest federal HIPAA rule.

The Department of Health replaced their legacy Pharmacy Point of Service System and Drug Rebate System with a partially outsourced solution. The effort also included an upgrade to the latest HIPAA version D.0 Pharmacy claim definition. The application successfully went live on Feb 19, 2012. The Drug Rebate system went live March 1st, 2012 and produced the first quarter of 2012 invoices on May 30, 2012.

The benefits/accomplishments were:
- Created new data feeds for the client eligibility, provider information, prior authorization information, medical claims and historical pharmacy claims.
- Modified the claims processing system to accommodate the new Pharmacy claim format.
- Created additional Data Warehouse tables and modified the process that loads that data.
- Many teams collaborated on the project and contributed to its success.

USIIS Authentication

USIIS Authentication was implemented in August 2011. It provides a common user authentication for all USIIS (Utah State Immunization S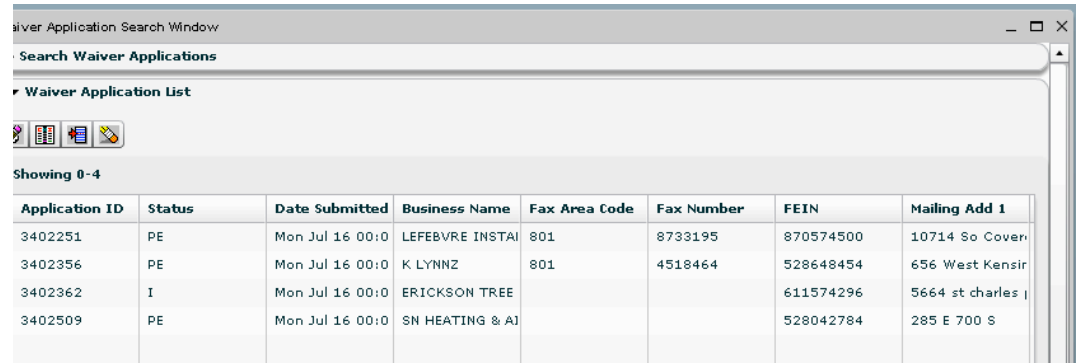ystem) services rather than each unique program having to perform this authentication. Removing this functionality from each program and having a central service perform simplified coding, reduced errors and provided cost savings to the Department of Health through reduced DTS Application Development support requirements.

DTS ACCOMPLISHMENTS

Workers Compensation Waiver System

Through legislative mandate, the Labor Commission must track independent contractors and issue waivers from workers compensation coverage to legitimate contractors. The waiver system is a web application that was implemented during this last fiscal year. It allows contractors to register online for a waiver certificate.

The application then goes through an approval process before a certificate is issued. The system is integrated with the Policy, Industrial Accident, and Employment Standards systems to verify that an independent contractor does not have

employees and will notify staff if an event occurs indicating employees exist, which then revokes the certificate.

Employers now have the ability to check in real time on any subcontractors they employ to see if they have a valid waiver. Prior to this online process the workers compensation carriers tracked these certificates on paper only.

Waiver Application Search Window — ◻ ×

Search Waiver Applications

Waiver Application List

Showing 0-4

Application ID	Status	Date Submitted	Business Name	Fax Area Code	Fax Number	FEIN	Mailing Add 1
3402251	PE	Mon Jul 16 00:0	LEFEBVRE INSTAI	801	8733195	870574500	10714 So Cover
3402356	PE	Mon Jul 16 00:0	K LYNNZ	801	4518464	528648454	656 West Kensir
3402362	I	Mon Jul 16 00:0	ERICKSON TREE			611574296	5664 st charles
3402509	PE	Mon Jul 16 00:0	SN HEATING & A			528042784	285 E 700 S

Miner Certification System

The Miner Certification system was deployed during this past year. This is a web based system that allows miners to register and pay for certification testing online. The system then tracks test results allowing miners to view results online for recent and historical tests and allows employers to verify miner certification.

Claims EDI

Phase I of Claims EDI was also completed in FY2012.   This application provides for the ability to take the First Report of Injury electronically from Worker's Compensation Insurance carriers and processes them into the existing claims systems. Phase I is in production and several workers compensation carriers have passed the testing phase and are now in production.   Many more are now in the testing phase and should be moving to production in the coming year.

eSignature
The eSignature project for adjudication was completed in FY2012. This allows the adjudication division to correspond electronically with outside law firms and other third party entities and has saved substantial costs on postage, as well as decreased correspondence time and reduced time to close cases for adjudication.

DTS provides application development and technical services support for the Department of Public Safety. The divisions in Public Safety include:

Projects accomplished are closely aligned with Department of Public Safety's Mission "To provide a Safe and Secure Environment for all the People of Utah."

Driver License Rewrite

Development has continued on the Driver License Rewrite. Previous projects were related to the issuance of Driver's Licenses in the field offices. This year the focus was on applications that support the regulatory functions of Driver License. Modules deployed in 2012 include:

- *Citation Entry and Processing* - Where possible electronic data provided by the Courts is used to populate the Driver License System. This module provides a complex business process to analyze data received and recommend the processes and actions needed.

- *AAMVA System (UNI)* - UNI is the program used to communicate Driver License related information between states. This application has run on the mainframe and needed to be moved to a newer version running in an open

systems environment. With this update, transactions used by Driver License needed to be updated and expanded to bring the state into compliance with new standards.

- *Department Actions* - Module that automates the process for Department Actions. Replaces manual processes that relied on human intervention with automated processes based on business rules established by Driver's License. This module was integrated into the new mail system further automating the creation and mailing of letters sent by Driver's License.

- *Emergency Contact Module* - New legislation passed last year allows Driver's License to collect and provide contact information to Emergency Service Providers in the event that information is unavailable (due to

incapacitation). The system allows drivers to enter and update contact information via the web, at Driver License Offices or by telephone. This is then made available electronically to emergency personnel through BCI's UCJIS system.

- *Enhanced Reporting* - As modules have been deployed, Driver's License has requested additional reporting capabilities available in the new system. The new system provides a variety of reports that automate standard reporting requirements and assist Driver's License in the management of their operations.

- *Ignition Interlock Tracking* - Module that provides tracking of installation and removal of ignition interlock devices. In addition, the module provides tracking for the vendors that provide the service.

DTS ACCOMPLISHMENTS

UCJIS Rewrite

The UCJIS system is managed by Public Safety's Bureau of Criminal Identification. It provides Public Safety Agencies throughout the state with justice related information. Many of the applications within UCJIS were developed 10 -15 years ago and are being re-written utilizing newer technology. New technology will provide better automation of business processing, enhanced security, and increased reporting capabilities. Modules that are currently being developed or deployed include:

- **Protective Orders** - The old protective order application was part of the warrant system and was restricted in functionality due to warrant constraints. The new application is specifically for protective orders and includes retrieval by anyone listed on the order. The old application relied on batch processes to update creating a lag between court issuance and law enforcement access. The new system uses a shared database that provides immediate access to Law Enforcement. The application is also capable of delivering a copy of the order electronically to Law Enforcement while in the field.

- **Applicant Background Check** - Various Employers are required to perform background checks on employees. The new application will automate much of the manual function in the current process. In addition, the process for identifying criminal actions involving persons currently employed, and then notifying the employer is being enhanced through automation.

- **Sex Offender List Removal (SOLR)** - Due to legislative requirements, an application was needed to facilitate, track and report on the removal of some persons from the Sex Offender List. The SOLR application is linked to several other systems that are used to background check and facilitate the removal from the list where appropriate.

- **Automated Fingerprint Identification System (AFIS)** - This application is being updated to take advantage of new functionality and improvements in the Western States system. These improvements will allow the application to automate some functions that are currently manual. Using newer technology and improved interfaces, submission time and response return will be greatly reduced.

- **Jail Release Agreement** - This application allows jail personnel to enter jail release agreements into the UCJIS system, making them available to Law Enforcement, Prosecutors and the Courts.

Highway Safety Grant Tracking

The Highway Safety Division implemented a new Grant Tracking system. The vendor supplying the system also provides similar systems for states surrounding Utah. The system automates the submission, evaluation, and tracking of grants provided through the Highway Safety Office.

In addition to submission and tracking, the system provides analysis and reporting functions.

Online Services

Warrant Lookup - The Bureau of Criminal Identification (BCI) now provides a web based application that allows citizens to search and retrieve active warrant information. This service returns enough information to allow persons with warrants to know what the warrant is for and what court to contact to take care of the warrant. This has reduced the number of calls to BCI, Jails, and the Courts by persons requesting warrant information.

Concealed Firearms Permit Renewal - BCI now provides the ability to apply for concealed weapons permit renewals online. This provides an automated alternative to mailing in a renewal and saves time.

Driver's License Renewal - For qualifying drivers, renewal by internet is back and available.

These service are available 24 hours a day 7 days a week.

Desktop Support

Desktop support assisted Driver's License with the remodel of offices in Logan, Brigham City, Ogden, Farmington, Tooele, Heber and Dixie. This non office hours assistance allowed Driver's License to continue providing service at these locations through the remodel.

Desktop support refreshed computers for various Public Safety agencies

Highway Patrol - 340 laptops
Driver's License - 250 workstation and 137 kiosks
Other Divisions - 125 workstations

These were all completed in a timely manner and without a disruption of service.

DTS ACCOMPLISHMENTS

Business Intelligence

DTS has worked with Corrections on several Business Intelligence (BI) Projects:

Public Web Site Interface: Created and made available to the general public a BI interface on the UDC Public Web Site. This gave open access to specific Corrections statistical information on a number of topics.

IBM Cognos v10.1.1 Upgrade: Upgraded the Cognos software application to the new version, performed an install in the new virtual environment within the new infrastructure configuration and moved the full product to the Salt Lake Data Center.

Incidents and Disciplinary: The Incident & Disciplinary data mart and reports were provided to UDC. The Incident and Disciplinary portion of UDC's business intelligence focuses on prison, county jail, community correctional center and field incident activity as well as any subsequent prison disciplinary results. Incident activity is a primary barometer of institutional security and safety, and this information allows staff to visually monitor this activity by incident location and proactively notify staff of approvals and reviews needed within specified timeframes.

Agent Contacts: The Agent Contacts data mart and reports were designed, developed, tested and ready for live production. This provides Adult Probation and Parole with detailed statistical information on direct contacts between Parole Agents and their assigned offender caseloads.

Data Warehouse Optimization: Completed and implemented the restructuring of the first two of five data marts, Offender Counts, and LSI. Through the Optimization Project, the data load time is being reduced by 70% and the report response times are increasing significantly.

Case Action Plan (CAP) Module

CAP is the second module of O-TRACK being converted to the web environment. It is the UDC's highest priority IT project and part of its long-term strategic plan for decreasing recidivism and increasing effectiveness of program interventions with offenders. Extensive GAP Analysis sessions were conducted with multiple user groups on 16 functional units totaling 269 screens. The initial coding of required changes and additions were completed on the original 12 functional units and these were presented to the project team for initial testing. Four additional functional units were added and the design work for one was completed. Two units were acceptance tested and online user training in preparation for the production roll-out has begun.

DTS ACCOMPLISHMENTS

Infrastructure

Application Deployment on Windows 7
Hosting upgraded server based applications so that they would work on Windows 7. Desktop agreed to provide special machines for Cache, an older applications that will not run on Windows 7. Cache data will eventually be integrated into applications developed by staff at Corrections. Desktop also began the cleanup of old files from another incompatible program, InForms. All InForms applications will eventually be absorbed into applications developed at Corrections. This will make sure Corrections can use modern operating system software, with its attendant improvements to performance, reliability, and security.

Equipment upgrades
Desktop staff rolled out 200 PCs throughout Corrections. The goal was to eliminate the DC500 model PCs for those divisions of Corrections that opted for PC replacement. They are now working to upgrade those PCs from Windows XP to Windows 7. New PCs improve performance, reliability, and security.

Firewall optimization
The networking team completed a project to improve access control lists on the firewall. This will make all data and every application at Corrections more secure.

LAN Refresh
Networking put all new switches at both the Draper prison and the Gunnison prison. Both projects took extensive planning and replaced thousands of dollars worth of hardware. This will improve reliability, performance, and security.

Kane County Jail
Desktop determined the requirements and set up a workstation for Corrections employees in the new Kane County Jail. This will allow Corrections to monitor its offenders that will be housed at Kane County.

Staff Information (SIMON) Expansion
Expanded the structure and security function of the SIMON system used initially for the Division of Institutional Operations and implemented its expansion to cover all other Divisions of the UDC. This gives direct access for Executives, Managers and others to key information of all UDC staffs for use in emergency or other situations.

O-TRACK Web Service

A new web service was designed, developed and deployed to provide access to data from the UDC O-TRACK system to the new Public Safety Fusion Center web service. This will provide access for local law enforcement and allied agencies to collected criminal information enhanced by geographic mapping and other features. The UDC web service would also be available for similar access for other agencies if approved.

Application Reliability Monitoring

Coordinated and participated in the analysis, design, completion and deployment of monitors for four of the largest mission critical systems for the Department of Corrections and the Board of Pardons and Parole (i.e. UDOCA, O-TRACK, M-TRACK and UCI Accounting). These monitors perform continuous electronic surveillance of the availability, connectivity, interface performance and other vital functions of these applications. They send notifications to key staff when disruptions occur. This project will continue until all active systems have been addressed.

DTS ACCOMPLISHMENTS

UTAH DEPARTMENT OF
Natural Resources

Division of Wildlife Resources Enhancements

During 2012, DTS has worked closely with Wildlife to enhance several applications including:

Fish Stocking Report Rewrite
- Provides a daily report to DNR Wildlife and fish hatcheries staff.
- Report was re-written using Crystal Reports, which replaced and retired Actuate.
- Cost Savings were realized in the migration from Actuate.

Wildlife database upgraded to 11g
- Wildlife database is now at the current release.
- The upgrade enhanced security and manageability of the data.

Depredation Hunter Ethics Course
- Provides hunters interested in the Dedicated Hunter program with an overview and training regarding the program.
- Cost savings have been achieved in staff time and enhanced effective utilization of the program by trained hunters.

Database Store Procedure Implemented
- Reduced the time needed to support and maintain the online hunting fishing license applications through the reduction in database related code.
- Improved the efficiency of the online sale of hunting licenses, saving 31 hours of customer time at this year's sportsman expo.
- Enhanced security of the application and system.

Water Rights

DTS also worked to enhance several applications for Water Rights, including:

- Modified Web site to improve customer and staff accessibility.
- Rewrite of the WRPrint/WREntry system to allow for faster modifications and more effective reporting.
- Creation of a Global Journal Entry table, to help simplify and centralize journal entries.
- RTF documents were implemented for the Apportionment checklist, providing a standardized format for forms and notices.
- Enhanced security of applications by eliminating SQL injection.

Oil, Gas and Mining Upgrades

DTS worked with Oil, Gas and Mining to upgrade systems including:

Oil and Gas ePermit system enhanced
- Electronic Submission and review of Applications for permit to drill wells.
- Increased system stability, speed, and ease of use for existing ePermit system saving time for DNR employees and OGM customers.
- Reduced system footprint saving IT related costs for the division.
- Enhanced security of web sites to prevent unauthorized access.

Well Data Center Enhancements
- Electronic information system for access to public information and documents regarding wells and well drilling.
- Increased system stability, speed, and ease of use for existing Data Center system saving time for DNR employees and their customers.
- Reduced lag time for making public documents available on the web site. Providing current information in a more timely manner while reducing staff time dedicated to answering phone requests for information.
- Enhanced application system security

OGM Board tablet computer implementation
- Gave division access to ePub of the agenda and notes at board meetings
- OGM used a tablet computer to allow employees to attend board meeting remotely from Southern Utah
- Savings of time and money by allowing board members remote access to meetings.

Mining's Electronic Permitting and Forms application enhancements
- Electronic submission of mining permits and associated maps, and engineering to the division.
- Increased ease of use by the mining operators
- Reduced staff time and improved access to mining permit data.

DTS ACCOMPLISHMENTS

Document Management Systems and Workflow
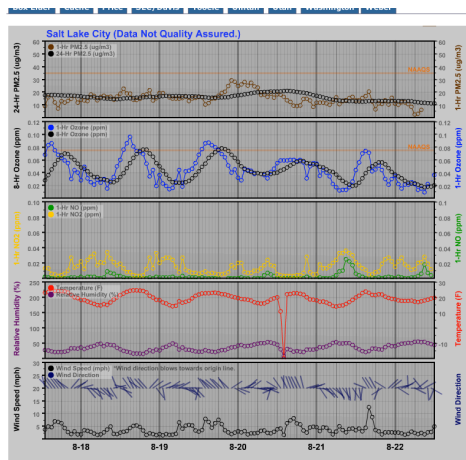
Documentum v6.7 deployed
- DTS Upgraded the DEQ Documentum installation and document repositories to the current revision.
- Stepped up support by DTS Staff for DEQ's Documentum repository and eDocs system eliminating the need for replacing full time consulting support saving the agency more than $225,000.

Retired Convera Document Management System
- Updated the incoming and outgoing workflow. processes for Solid Hazardous Waste allowing the retirement of the old Convera document management system.
- Staff time and cost savings will be realized by not needing to support the old document management system in addition to eDocs.
- Eliminated the potential for losing documents stored in the old document management system.

Update of DP-1 and OST Approval process for Division of Energy Development
- Updated workflow processes used within DEQ's purchase requisition system (DP-1) and Out of State Travel (OST) systems for the Office of Energy Development's use.
- Cost and staff time saving: The Office of Energy and DEQ utilize the same purchasing and travel request systems.

Drinking Water

Sara Web Project
- Developed and deployed the new drinking water reports web application (SARA Web) allowing users to access drinking water compliance data.
- Reduced staff time needed to provide reports to drinking water facility operators.
- Reduced staff time needed to manually accommodate public GRAMA requests.
- Improved visibility of drinking water data to the public.

SDWIS 3.0 application
- Enhanced SDWIS 3.0 application and ancillary applications deployed for Drinking Water, which is the first instance of SDWIS 3.0 to be deployed nationwide.
- Migrated the SARA application to use the new SDWIS 3.0 database including additional enhancements to the drinking water reports.
- Improved data dictionary provides business users with easier means for understanding and utilizing of drinking water data.

Air Quality: Tempo 12.5 Upgrade

- DTS worked with CGI to conduct user testing and deployment of the TEMPO 12.5 upgrade
- Coordinated effort with agency to move next major CGI release of TEMPO (TEMPO360) to FY13 release.
- Cost savings to agency in FY12 and beyond through staffing changes

Water Quality

Gold Systems Contract
- Issued sole source contract to Gold Systems for AWQMS and ATTAINS web applications.

AWQMS v1.2 Deployment
- AWQMS v1.20 deployed to production for Water Quality
- Water Quality Data for 2009 transmitted to the EPA
- Provided central point for the collection and dissemination of water quality data for staff and outside entities.

DTS ACCOMPLISHMENTS

Relay Utah Program - Use of iPads

DTS worked with PSC for a solution to gain efficiencies in the registration and customer service areas of the Relay Utah program. Previously these tasks were all done on paper, then collected over a period of a few days and hand transcribed.

DTS provided PSC with basic information on the potential use of iPads - functionality, costs, etc., - following a request for laptop computers that would have been more expensive to acquire and operate. Although the Relay Staff have only been using the ipads for two months, the results have been better than expected:

- Not only can the Relay Staff record and update a client's file during each visit, the client can also sign the acknowledgment receipt on the ipad for the hearing device/phone. This information automatically updates the client's file and completes the task. This process has virtually eliminated any paper. Staff claim they save on

average 10 minutes per visit using the ipad versus the old paper system.

- PSC has seen a dramatic decline of calls received from the Relay delivery staff when they are verifying addresses and phone numbers and other information regarding the client. In the past, if there was a question or an issue,the Relay delivery staff would call into the main office to clarify the problem. Now, the Relay delivery staff person can access the client's file and resolve the issue without making the call. Furthermore, the ipad has given the Relay employees access to Map Qwest and Google map in locating clients, saving both time and mileage.

- Although it will take more time to quantify the savings in hours worked and mileage reimbursement costs, the ipads appear to assist staff in working more efficiently. Staff have reported of spending more time serving the needs of the client and less time resolving problems such as keeping files updated and searching for client's homes during deliveries. It appears that staff are now installing on average, one additional hearing device/phone per day using the ipads than what was previously done using the old system.

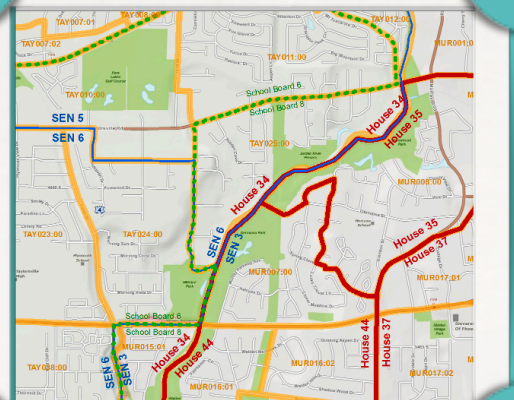# DTS ACCOMPLISHMENTS

Web-Based Interactive Maps

AGRC worked with many agencies to provide rapid deployment of web-based interactive maps in support of public awareness and agency lines of business. Just a few of the major maps that AGRC helped to produce include:

• fire restrictions
• range land improvement
• oil and gas development
• broadband internet availability
• public safety
• transportation planning
• political districts
• wildlife-vehicle collision reporting
• public land survey system divisions and corners
• surface water quality
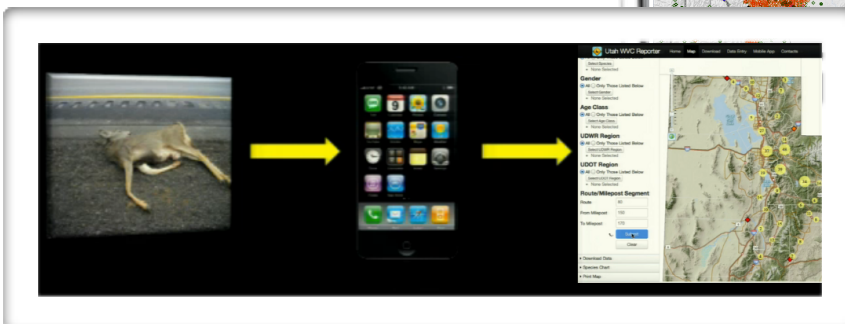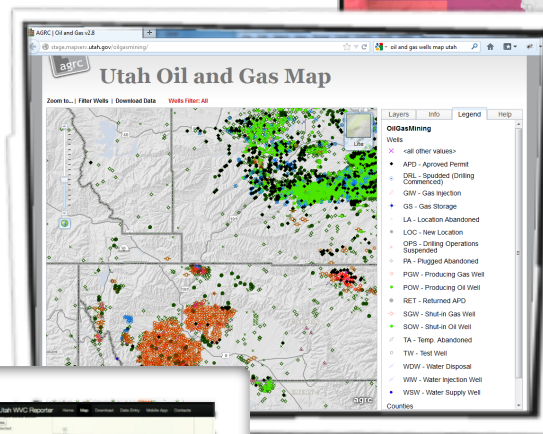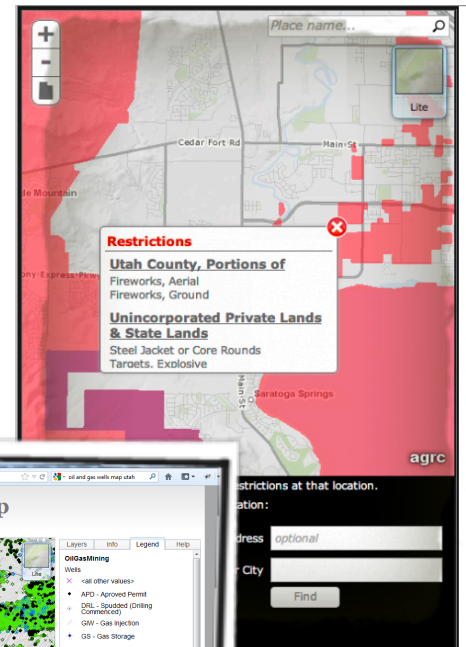
Redistricting Maps

AGRC provided technical assistance and coordination of effort serving the Legislature, the Lt. Governor's Office, and County Clerks, in support of the redistricting and re-precincting efforts. Outcomes included: map-enabling the voter registration database, quality assurance for new precincts, automated assignment of voters to new precincts and districts, and a detailed interactive webmap of the new boundaries.
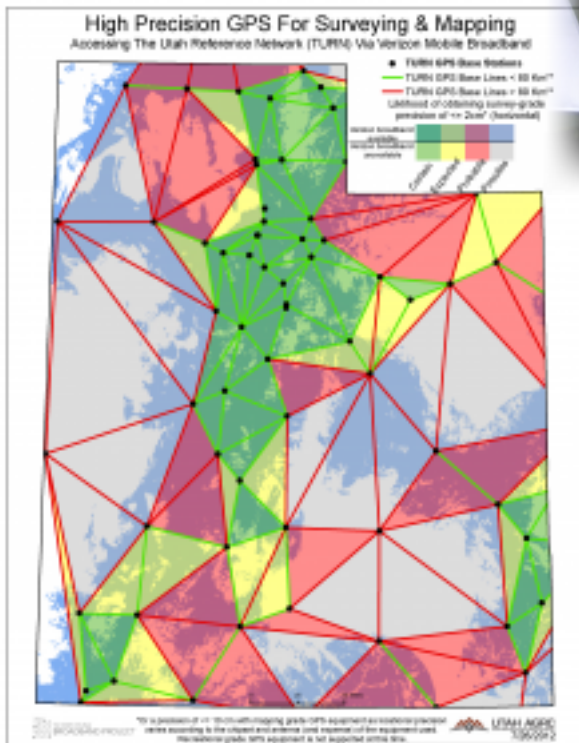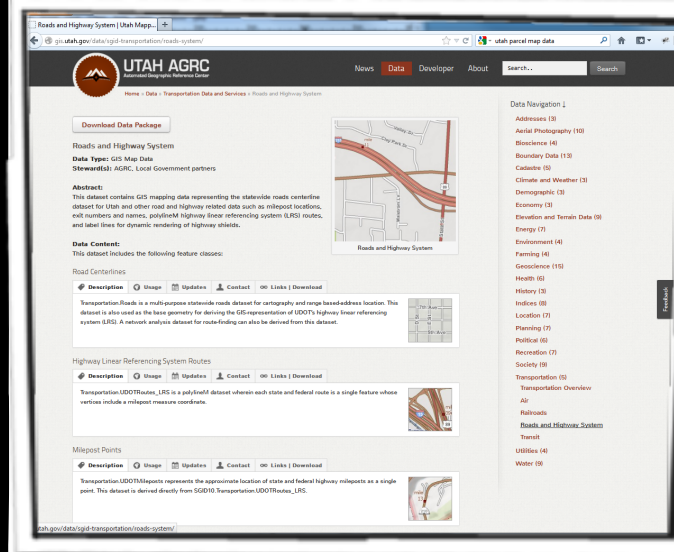
DTS ACCOMPLISHMENTS

Accessible Map Data

AGRC coordinated with federal, state, and local government agencies to maximize accessibility to quality, up-to-date map data. Highlights include:

- acquiring and distributing 2011 statewide, 1 meter color aerial photography;
- expanding the footprint of detailed LIDAR elevation data
- gathering highway, road and address data for transportation, public safety, and general business intelligence
- developing scalable digital base maps that depict land ownership, municipal boundaries, transportation, water features, terrain, and aerial photography.
- creating a new AGRC website

High Precision GPS For Surveying & Mapping
Accessing The Utah Reference Network (TURN) Via Verizon Mobile Broadband

TURN GPS Expansion

AGRC continued expansion of The Utah Reference Network for GPS (TURN GPS) which provides centimeter level measuring accuracy to the surveying, mapping, and construction industry around the state. As of September 2012, the network consists of 72 base stations, 45 partner organization subscriptions, and 355 external subscriptions, including 10 new tractor subscribers using the system for precision agriculture.

DTS ACCOMPLISHMENTS

GIS - uGate

DTS worked with UDOT to develop a geographically referenced framework of Utah's transportation infrastructure to enhance access to information and improve decision making. Goals of the project include:

- Develop a comprehensive information framework for integrating work processes, data and technologies at UDOT.
- Develop a GIS implementation plan based on the framework that is understandable and realistic.
- Support UDOT's strategic goals by providing the Department with a consensus direction that has management support and commitment.

uGate is a system to consolidate GIS information from the enterprise in a consistent manner to make it available to users throughout UDOT. Through the continued development of the various core GIS components, this project will result in sustainable processes that improve data quality, data distribution and ultimately assist with decision making. DTS has worked with UDOT to increased functionality within GIS's five sub-systems by enhancing or completing:

- The Interactive Map;
- Ugate's data retrieval and output capabilities, including native data input and display mapping; - The Ugate / Uplan interface;
- Automated management of Map Services; -The ability to save searches;
- The ability to map private data to the Uplan interface and security;
- Completed the creation of several business driven map layers.

Transparency in Government Reporting

UDOT's Executive Management has established 4 major goals for Transparency in Government Reporting. These efforts strive to preserve infrastructure, optimize mobility, improve safety and strengthen the economy. Through their leadership, UDOT strives to implement innovative and efficient solutions to help solve the transportation problems Utah faces.

Along with working toward these goals, UDOT is also committed to spending transportation funds effectively and DTS has developed a website to help demonstrate how the money is used. Funding information is available several different ways within the website, from how it helps work toward one of the strategic goals, to project location and finally by legislative fund.

DTS has launched Phase I of TIGS. Highlights include:
- Renaming the Legislator tab and screens to 'Information Warehouse'.
- Renaming UDOT's Final Four goals to UDOT's Strategic goals.
- Populated all remaining Strategic goal tabs and reports.
- Added GIS project mapping for public and warehouse tab options with individual summary pages.
- Added drop down filter boxes for Region, County, Status, and Strategic Goals searches.
- Created interactive reports to view project data.

Online Procurement System

 UDOT Procurement Services provides centralized support for the department, which works to connect all of Utah communities together with the help of a first-class transportation system. To support these services, DTS developed an online system to enter/submit procurement requests.

- Created 3 new reports for enhanced reporting.
- Modified tables that needed new columns.
- Modified requisition pages for enhanced functionality as well as contract pages. Required code changes, layout changes and database changes.
- Made changes in email code and text.